



NWCEH Workgroup

- ▶ Survey Results

Spring 2021

General Survey Info



23 responses



**Between 20 and 30 people
total who attend workgroups**



Workgroups:

- Communications and Marketing
- Data and Standards
- Outreach and Identification
- Shelter and Diversion
- Housing and Resources
- Coordinated Entry
- Planning and Partnerships

Which workgroup(s) are you currently a part of: (choose all that apply)

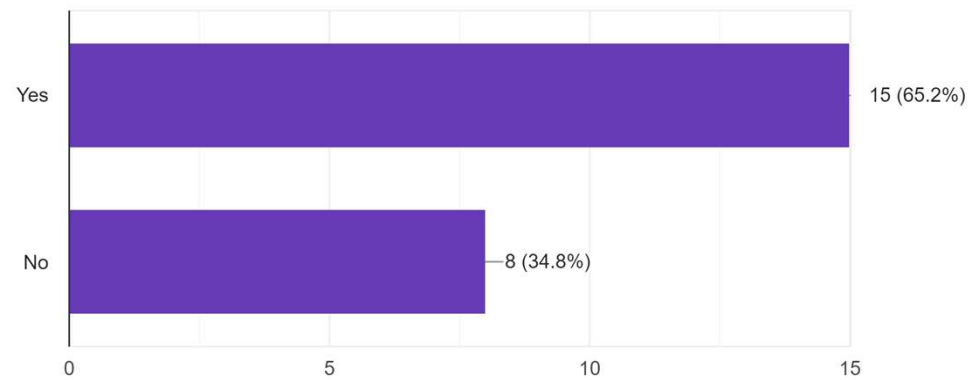
23 responses



1. Which WG are you a part of?

Were you actively involved in the Local Workgroup model of years past?

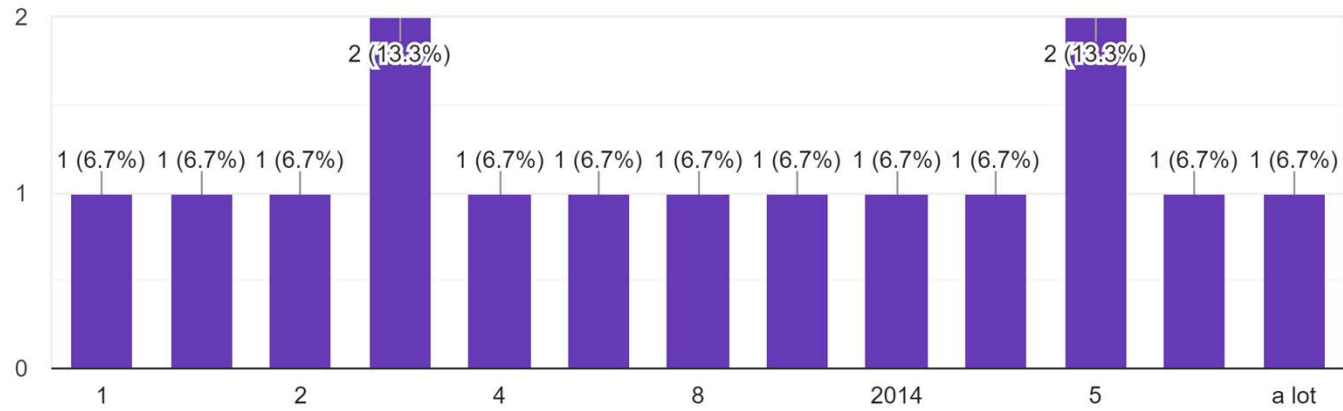
23 responses



2. Were you actively involved in the Local Workgroup model of years past?

If yes, for how many years?

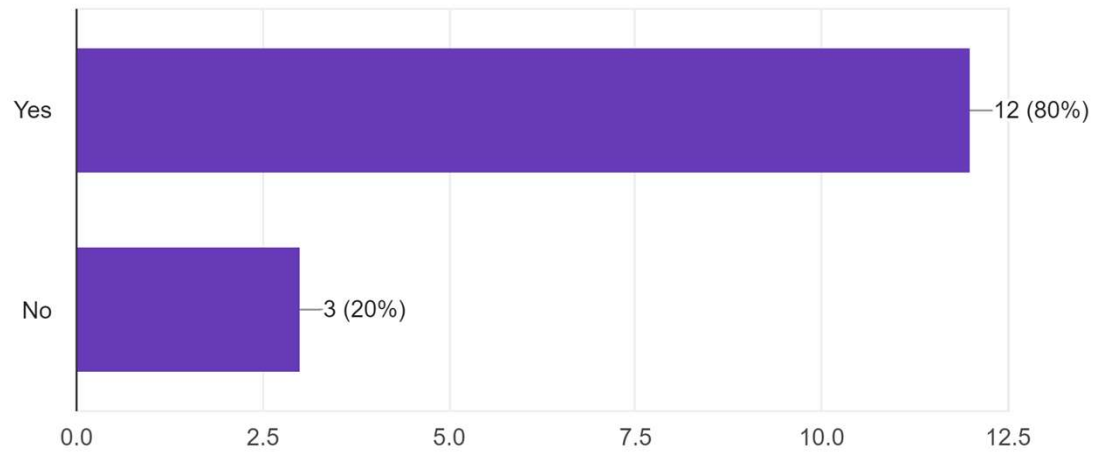
15 responses



If yes, for how many years?

If yes to question 2, do you feel the new workgroup structure is getting us closer to achieving the goal of making homelessness rare, brief and one-time across NW Michigan?

15 responses



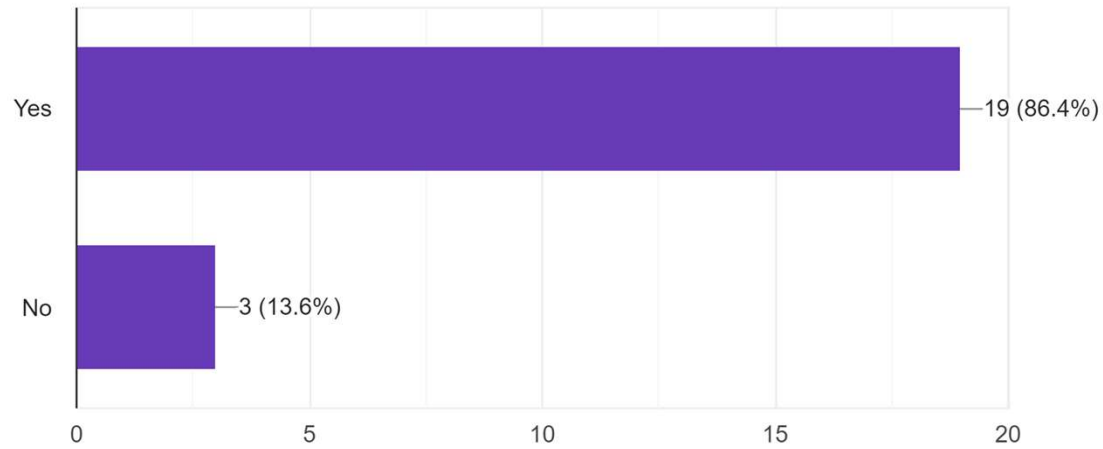
If yes to question 2, do you feel the new workgroup structure is getting us closer to achieving the goal of making homelessness rare, brief and one-time across NW Michigan?

If "No" to question above, please provide suggestions.

- ▶ An "I don't know" option would have been helpful...that's where I'm at because I have no sense of what's happening in the workgroups I'm not part of..
- ▶ I am a new member of the workgroup.
- ▶ I feel very disconnected from what is happening. I can not identify anything that our workgroup has really accomplished. We only meet quarterly so, if I am unable to attend a meeting I could go 6 months and never hear a word about what is happening. Also no clue about what is happening in other workgroups, or just generally.
- ▶ Odd to say, but the meetings are **too data driven...** Whole sessions on abstractions in data models and data points. To few opportunities to address non-quantitative issues. Strongly suggest data be discussed in terms of supporting an agenda raised from the concerns of it members rather than data generating it own abstract concerns...
- ▶ We are missing community partners that we used to have before. They seem to have disappeared during the pandemic.

Do you feel the meeting frequency is appropriate?

22 responses



Do you feel the meeting frequency is appropriate?

If "No" to question above, how often do you feel it should meet?

Once a month

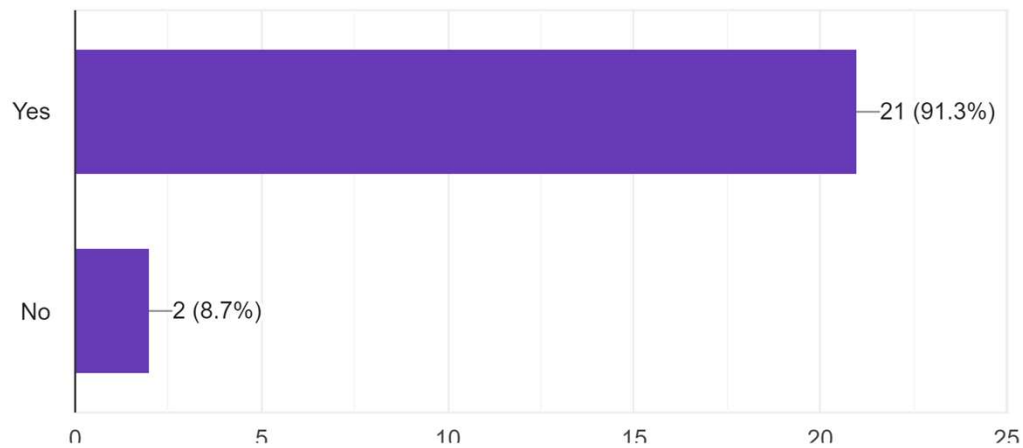
Again, I don't know

Maybe every-other week

Are we even meeting?

Pertaining to the workgroup(s) you are involved in, do you feel you are familiar with the overall goal of the workgroup(s)?

23 responses



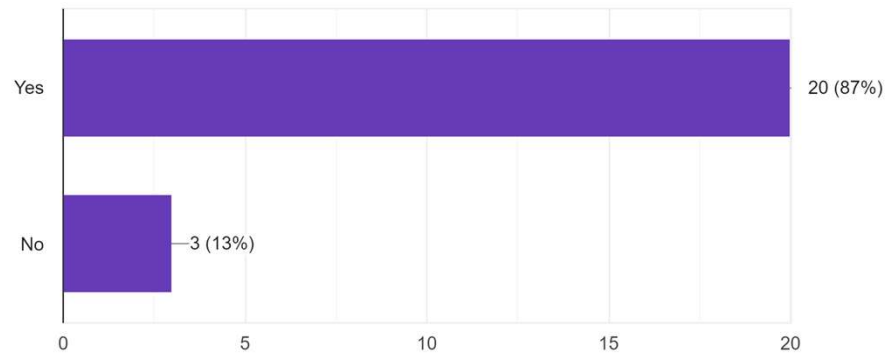
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Please provide additional comments for answer above. Pertaining to the workgroup(s) you are involved in, do you feel you are familiar with the overall goal of the workgroup(s)?

- ▶ I appreciate that there are reminders before each meeting that go over our goals and mission statement.
- ▶ I know the stated goal (I think it's not optimized, though)
- ▶ In addressing homelessness, both planning and working with community partners is essential.
- ▶ Some of the stuff doesn't pertain to our organization but it's nice to know what the other organizations are doing.
- ▶ Yes, I understand that what workgroups are for, however, I do feel like we are addressing way more in the workgroups than what we should be during that time. I think that we should stick to the goals for the current workgroup and not intermingle the workgroups together-stay on topic.
- ▶ It's restated every meeting, so yes.
- ▶ Maybe meeting more often and giving a "General Overview" of what is happening with NMCEH at the beginning of each meeting would connect us more and keep us on track. I have a LOT of "jobs" and being a part of this workgroup is only one small part so, it's hard to keep on track when meetings are so rare and information from other groups is not readily shared.
- ▶ To understand the number of homeless people and what we can do to lower this number
- ▶ Goals are clear but sometimes it does seem as though the different workgroups are repetitive and that we are addressing the exact same things in different meetings. It may be the overlap of attendees potentially but often they mesh what seems like too much.
- ▶ I appreciate stating the purpose of each group at the beginning of each meeting.

Pertaining to the workgroup(s) you are involved in, do you feel you are familiar with the short term goals of the workgroup(s)?

23 responses



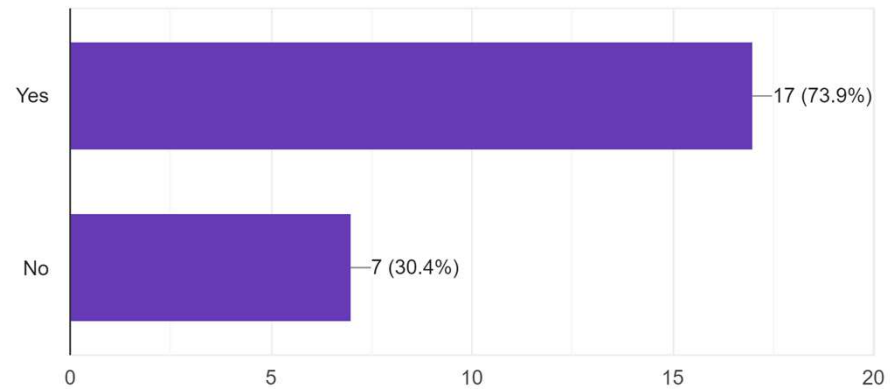
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- ▶ I know the stated goal (I think it's not optimized, though)
- ▶ Please see that above answer for the previous question
- ▶ Always clear agenda and notes from previous meeting
- ▶ as a group, we do not have the capacity or ability to create more "Housing Resources". This is a systemic problem that will need the cooperation, input and attention of many people and many groups, not to mention lots and lots of money. Not clear how we get there from where we are but continued discussion about the lack of housing is ineffective.
- ▶ Sometimes it is not clear of what next steps are for which objectives.
- ▶ diversion and housing are the short term goals
- ▶ These are addressed at the start of each meeting

Pertaining to the workgroup(s) you are involved in, do you feel as if the level of communication is appropriate in between or prior to meetings to feel...available, do agendas reflect the work ahead etc.)

23 responses



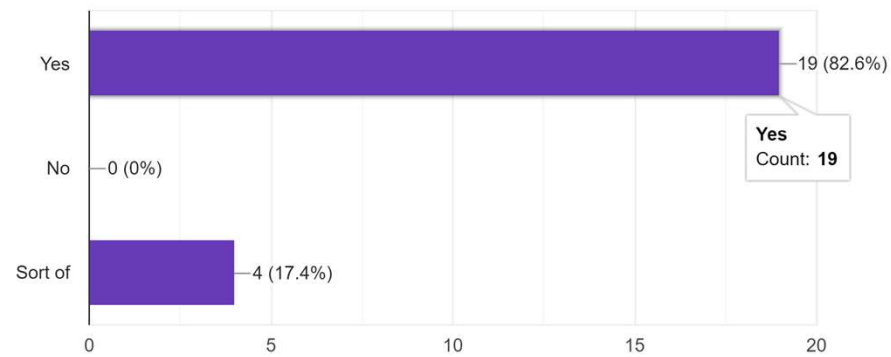
Pertaining to the workgroup(s) you are involved in, do you feel as if the level of communication is appropriate in between or prior to meetings to feel prepared for the meeting? (i.e are notes made available, do agendas reflect the work ahead etc.)

If "No" to question above, please provide specific feedback about your concern. Pertaining to the workgroup(s) you are involved in, do you feel as if the level of communication is appropriate in between or prior to meetings to feel prepared for the meeting? (i.e are notes made available, do agendas reflect the work ahead etc.)

- ▶ Is there access to the data/info that is shared in the workgroup? Have some follow up conversations with Dave in between meetings.
- ▶ I do receive the agendas ahead of time, but I do not receive the minutes via e-mail and am unsure if they are housed in another location.
- ▶ I would be nice to get meeting notes after meetings
- ▶ I tend to have a moment of panic with each reminder email in that I fear I was supposed to do something/more and didn't. Could the chair or backbone staff offer to poke when someone agrees to do a specific task in between the monthly meetings?

Pertaining to the workgroup(s) you are involved in, do you understand how this work fits into the overall goals of the Coalition?

23 responses



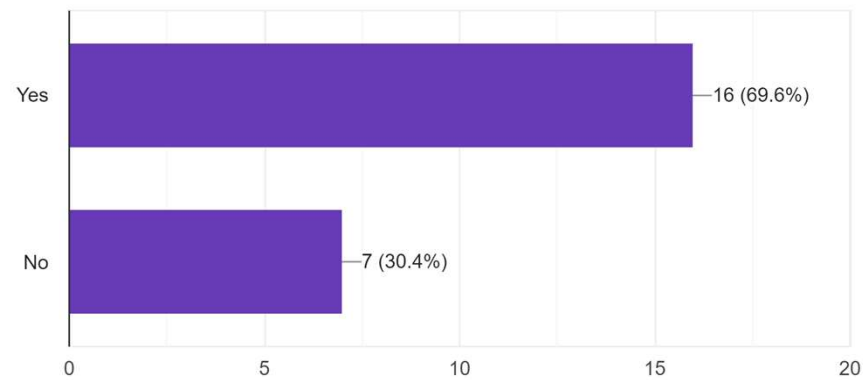
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Please provide suggestions to improve overall understanding of Workgroup goals within the Coalition

- ▶ I don't think the workgroup has been optimized to be truly useful.
- ▶ I've been very pleased with the direction of coalition and workgroups, stay the course!
- ▶ Could each org provide specific examples of issues/topics/decisions from the workgroups that directly informed actions/expectations in the boots on the ground work? I know I have a ton I could share and the tangible proof of the workgroups affecting change are the real currency...

Do you feel the meetings are run effectively?

23 responses



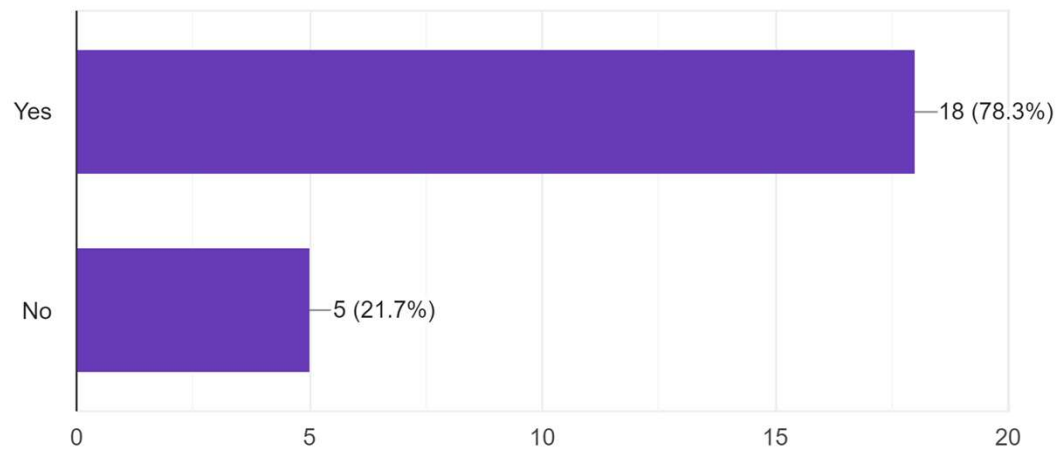
Do you feel the meetings are run effectively?

If "No" to question above, please provide suggestions for improvement. Do you feel the meetings are run effectively?

- ▶ I feel like they could be more effective and efficient if all voices were heard and not just one or two people who are stirring the workgroups were talking and driving their agenda
- ▶ Meetings are run efficiently but I do not believe they are effective for reasons previously stated.
- ▶ Time is one issue in which we don't always have time mgmt in some of the workgroups based on the needs for that meeting
- ▶ The direction of the meetings is driven almost entirely by the NMCAA staff members. The chairs are chairs in name only. The meetings are run by the NMCAA staff members and agenda is planned by said NMCAA staff. The forum is not designed to reach out to the members to identify concerns. Its members do not direct the agenda. Attempts to discuss things not on the pre planned agenda are not considered for long and seem to be treated as distractions from the planned agenda. I now only listen to the meeting as I do other work as there is little need for my participation.
- ▶ Why don't Chairs run the meeting? I know there are times when the facilitator has explicitly said it's hard to run the meeting and take notes... How much input/participation is the chair asked to make?

Do you feel as though your voice is being heard during the meetings?

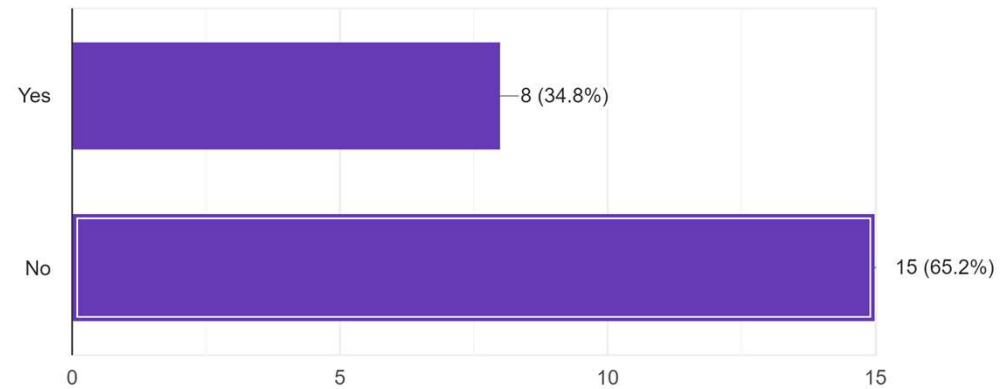
23 responses



Do you feel as though your voice is being heard during the meetings?

Looking at the membership of your workgroup, do you feel that any sector, agency or staff person is missing?

23 responses



Looking at the membership of your workgroup, do you feel that any sector, agency or staff person is missing?

If "Yes" to question above, who? (who is missing)

- ▶ OASIS, the Domestic Violence agency in Cadillac should have a presence as they operate a shelter.
- ▶ I do not feel like it really matters if I am in the meeting or not except to get the information that I need to do my job. But as far as my voice and the agency I work for, voice being heard, it is not. It seems as though the only voice that really matters is NMCAA
- ▶ We need to make sure the Call Center rep attends.
- ▶ Real Estate Developers, philanthropic investors, banks, local government
- ▶ In the Shelter/Diversion group, some of the Emergency Shelters are not represented. Additionally, motel-based shelter does not seem to be a part of those meetings.
- ▶ Some clients should be involved. The needs of the youth programming are not addressed.
- ▶ Client/Consumer
- ▶ I mean, I always say the voice of the people we serve should be present. Elected officials should be all over this. a regional specific workgroup of multiple agencies? set calendar? They should love it. Also, Developers/housing agencies at the housing resource group. Church partners at outreach/identification.
- ▶ DHHS, Munson, faith-based community partners, schools, VA, tribal council

What do you feel works well about your workgroup(s)?

- ▶ Effective communication
- ▶ I do feel like it helps me be informed so I can do my job better in HMIS and with the clients
- ▶ So far I feel as though the workgroup is serving as a good space to problem solve particular issues. The flip side of that though is sometimes it can venture a bit into the weeds, but for the most part the group senses when that starts to happen and the conversation is brought back around.
- ▶ Focus on data and inflow/outflow of people within the system, as well as referrals to providers (such as shelter). It is also apparent that the work between various groups is connected with other groups (so there is more of a sense that the work being done in one group will have impacts on another group and the system as a whole).
- ▶ The suggestions and knowledge are very helpful
- ▶ Typically we have the right people leading them.
- ▶ Lots of good intentioned people hoping to make a difference.
- ▶ Structure and goals
- ▶ I like the data and that each mtg starts with the data. I like that anyone can jump in the conversation (low barriers). I like that work is happening outside of the monthly meetings (housing support group, a tailored rental resource guide). When I was new, the working groups was a great way to see BOC agencies and get to know others outside of GT. I like that this is a monthly reminder that it's NOT just GT .

What do you feel could be improved?

- ▶ I feel like we discuss the same topics/issues in multiple work groups that maybe could have a sub committee or something instead.
- ▶ More members from NMCAA staff
- ▶ I think the goal of the workgroup needs wholesale revision.
- ▶ Maybe have Dave train the **Chair person** for each group on where to pull data and statistics so they can feel out the reports and present to the group. Dave could review it ahead of time to make sure it is correct.
- ▶ Letting everyone have a voice in the matters and it not being run solely by NMCAA as I thought that was the goal to the workgroups.
- ▶ Nothing at this time
- ▶ A more clear understanding of what **short-term goals** are.
- ▶ Ensure facilitation of the meetings is by the proper chair. Ensure the groups work is generated and directed by the group as a whole.
- ▶ Oof. This stuff is hard. Sometimes there's a rigidity in the data and the way we talk about our work that really doesn't sit well with me. I love the idea of a "rosetta stone" that explains how every number on the data tables was arrived at/what the definition of each title is. And then... maybe a change to say/share what the data is actually saying, and if that's accurate. I know, not every group would dig this. I'd like to know what other NWCEH members are looking to get from their participation in workgroups. I'd like to know how the work groups have directly informed the actions of the agencies. I'd like to know if others think we can end homelessness in our region...
- ▶ We could move back to meeting in person once per quarter, or something like that

Any other comments or suggestions.

- ▶ I enjoy being able to network with other agencies.
- ▶ I am a new member.
- ▶ Dave is doing a great job, but think we could help do some of the stuff that he is doing.
- ▶ There are different chairs to the workgroups but it seems like Dave and Ashley are the only two that actual talk and really who are chairing each one of them.
- ▶ The new structure and direction of the Coalition is refreshing. The newsletter comes to mind as especially a great addition.
- ▶ Overall, I think this new structure is fantastic. Meetings are focused and driving towards a unified objective (whereas under the previous structure, there were some groups that felt like meetings were rote). Dave and Ashley are providing excellent leadership and guidance, and I am heartened by the work that is being done involving data.
- ▶ I am new to the workgroups and to the organization. I am learning more and more as I go along and am involved with the groups. I appreciate being a part of them as it helps me to make sense of everything involved. Thank you for all you do in preparing these and for allowing me to observe them as I reach understanding.
- ▶ No forced celebrations. No forced sharing sessions. but leave room to share and talk and ask questions. Sometimes it feels like ending early is the goal. In this zoom fatigue world, ending 5 min early is appreciated, but you've got some great minds together every month- are we allowing them to share and talk and take advantage of the time together? also, dead air isn't always bad... Oh, and thanks for doing this work. it does matter.

What rises to the top for the NWCEH staff?

Providing continuous communication

Enhancing the Chair role throughout the WGs

Finding a place for community partners to feel heard, valued and informed of the work

Enhancing our ability to share data in a way that is more digestible and actionable for the groups

Improve our note taking ability and getting notes to the groups faster following the meeting

Create a repository of meeting minutes and workgroup goals on a publicly accessible platform



Thank you for doing this really hard
work. It matters, and so do you!

-Ashley and Dave