



Constituents' Voice Meeting

Meeting Date : 9/18/2020 Meeting Location: Teleconferencing call

1-408-419-1715 Meeting I.D./Access Code 902 106 094

Meeting Start/ End: 9:45 am to 12:00 pm

Approval: Donna Coulter

Recorded by: Michael Shaw

Meeting Notes

1. Greetings & Introductions/Ground Rules/Review of Notes

Goal: _____

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Introductions – Everyone introduced themselves. (Clarence Ruff, Michael Squirewell, Jaime Junior, Nicole Gowan, Linda Burton, Joanna Lofton, Shelley Nelson, Patty Carlson, Tiffany Devon, Dr. Donna Coulter, Blake Perry, Margaret Keyes-Howard, Robert Spruce, Dr. Margaret Hudson-Collins, Paul Johnson III, April Siebert, Darlene Nash, David Williams, Tania Greason, Ray Schuhholz, Jaren Roberts, and Michael Shaw)

Ground Rules – Jaime Junior was the Sergeant-at-Arms. Michael Squirewell led the meeting. The announcements were abbreviated and given by Nicole Gowan. Mr. Shaw went over the agenda.

Review & Approval of Notes of the August 21, 2020 CV meeting – Notes of the August 21, 2020 CV meeting were approved without changes.

Decisions Made		
Action Items	Assigned To	Deadline

2. Announcements

Nicole Gowan gave a brief explanation about the S.O.U.L.S. Chat. (Faith-Mondays, Casual Wednesdays)		
Dr. Coulter gave an announcement about 2020 “Walk A Mile In My Shoes” event. She stated that the event will be virtual and will be held on September 29, 2020. She stated that on September 10, 2020, “Walk A Mile In My Shoes” t-shirts were passed out between 9:00 am and 4:00 pm in parking lot A of the DWIHN, 707 W. Milwaukee, Detroit, MI.		
Decisions Made		
Action Items	Assigned To	Deadline
Send out meeting materials	Michael Shaw	After Every meeting

3. DWIHN President and CEO Willie Brooks

Mr. Brooks was unable to attend today.

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Decisions Made		
Action Items	Assigned To	Deadline
Send out meeting materials	Michael Shaw	After Every meeting

4. Director of Communications-Tiffany Devon

Goal: _____

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Ms. Devon mentioned the virtual NAMI Walk, which will be held October 10, 2020. There may be a small group of walkers, organized by DWIHN, to walk along the Riverwalk the day of the walk. Ms. Devon indicated that she is seeking content for the DWIHN blog, which she would like to update 2-3 times a week. Meeting attendees were encouraged to submit material.		
Decisions Made		
Action Items	Assigned To	Deadline

5. QAPIP Presentation-April Siebert and Tania Greason

Goal: _____

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Ms. Siebert and Ms. Greason presented a PowerPoint presentation on QAPIP and answered questions from the meeting attendees. Mr. Shaw sent out the PowerPoint presentation to meeting attendees.		
Decisions Made		
Action Items	Assigned To	Deadline

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6. Auction Update-Margaret Keyes-Howard

Goal: _____

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Ms. Keyes-Howard indicated that the CV is on target to execute its first online auction in October 2020. The first auction will focus on high end items. The goal of the first auction is to raise \$2000.00. She is asking that items donated be submitted to her by October 6, 2020.

Decisions Made		
Action Items	Assigned To	Deadline

7. Action Group Updates

Goal: _____

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

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Engage-Joanna Lofton: The group plans to package toiletry items into 100 kits at Nicole Gowan's house September 19, 2020. Members are asked to arrive at Nicole's house around 10:00 am. Nicole will have a table outside with brochures. She will serve Engage Action Group attendees a light breakfast. Tables and tents will be provided under which to package the kits. Linda Burton recently attended a training about human trafficking. Former trafficked persons answered questions and gave information about the lifestyle and activities in the daily life of a typical trafficked person.

Advise-Ray Schuhholz: Mr. Schuhholz indicated that drop-ins, and the Ambassadors were discussed in the previous Advise Action Group meeting. He mentioned that "Walk A Mile In My Shoes" will be held virtually September 29, 2020. DWIHN has passed out t-shirts and plans to take photos of consenting members we serve in promotion of the event. He indicated that a video version of the "What's Coming Up" Calendar will be presented online soon and will be available on Facebook and other venues.

Empower-Michael Squirewell: Mr. Squirewell indicated that the Empower Action Group plans to help Steve Kuhlman execute the "Walk A Mile In My Shoes" event. Mr. Squirewell admonished Empower Action Group members for their lack of attendance at previous meetings and encouraged them to start attending.

Advocacy-Jaime Junior and Blake Perry: Mr. Perry indicated the last Advocacy Action Group meeting was cancelled. The meeting will be rescheduled soon. Mr. Perry stated that he will be working with the community delegates on voting issues and will give a presentation about voting at the September 30, 2020 EVOLVE meeting. Mr. Ruff indicated that he will working on voting issues in the community in October and would like to work with Mr. Perry. Mr. Perry spoke about the importance of voting at the CV meeting today and emphasized that guardians usually don't have the right to prevent members from voting.

Decisions Made		
Action Items	Assigned To	Deadline

8. DWIHN Member Engagement Update-Dr. Donna Coulter

Goal: _____

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Dr. Coulter gave the Member Engagement Unit update. She mentioned that on September 10, 2020, more than 600 t-shirts and voting tool kits were distributed in one of the parking lots at 707 W. Milwaukee. She asked meeting attendees to take photos in their t-shirts and post them on Facebook at #Walk A Mile. She indicated that DWIHN still has t-shirts available for distribution. Dr. Coulter mention the SOULS chats, changes to the "What's Coming Up" Calendar, and Ms. Gowan's idea to start an "Ambassadors' Couch, which will take of in October 2020. She indicated that Jaime Junior and Tameka Spruce both recently received Cookie Gant Awards. Mr. Spruce, Ms. Gowan and Ms. Junior have launched a basic technology class online, aimed at helping members in AFC Homes and other residential communities become more tech savvy and engaged with others in the community. The class meets on Tuesdays from 10:30 am to 12:00 noon.

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Decisions Made			
Action Items		Assigned To	Deadline

9. **Mini-Grant Winners 2020**

Goal: _____

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Mr. Shaw read off the names of the 2020 "Dreams Come True" Mini-Grant winners and the goals (dreams) for which they received their \$500.00 grant.

Decisions Made			
Action Items	Assigned To	Deadline	

10. **Good and Welfare**

Goal: _____

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Mr. Perry stated that he is glad to be back on the CV and would like to work with everyone on a professional level. Mr. Ruff thanked everyone for their prayers concerning his recent surgery. Dr. Coulter recognized Paul Johnson, who will be starting a new job with the city soon. Margaret Keyes-Howard spoke about the importance of voting. She indicated that the week of October 17, 2020, DWIHN volunteers and members we serve will be distributing flyers, encouraging people to vote. She indicated that she is asking for 50 people to help in the effort. The goal is to distribute 10,000 flyers. Mr. Squirewell and Ms. Lofton volunteered to help distribute the flyers. Dr. Coulter indicated that the last day to respond to the 2020 U.S. Census

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is September 30, 2020. She encouraged people to respond, and indicated that all information submitted is confidential. Mr. Schuhholz encouraged everyone to wash their hands and vote.

Decisions Made		
Action Items	Assigned To	Deadline

NEXT MEETING: October 16, 2020

DWIHN

TBD