Community Convene Summation
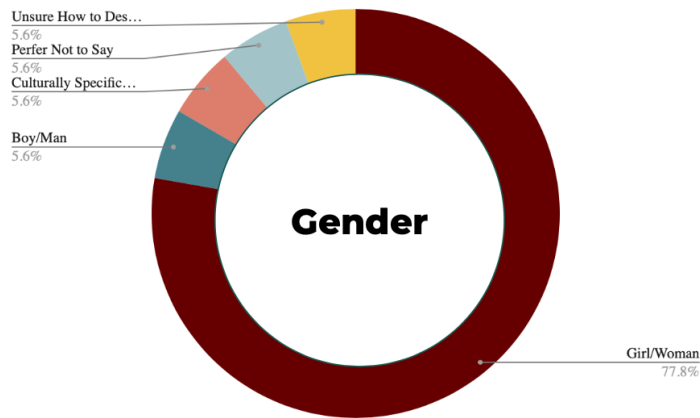
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Overview

1. **An overview of the data collection processes/procedures including:**
   a. Virtual community convene
   b. Outreach process:
   c. A brief description of the informed consent process
   d. Summary of participants (i.e., number of participants, any other details)
   e. Discussion questions from breakout groups
      i. What stands out as important to you?
      ii. What have you seen/heard that aligns with your perspective?
      iii. What did you expect to see/hear but did not?
      iv. Based on what we're learning, how would you change our draft recommendations?
   f. Reflection on difficulties that came up: last minute registration/interpreter
2. **An overview of the data analysis process**
   a. Pull jam session notes
   b. Group around common themes/quotes
   c. Present emergent and repeating themes
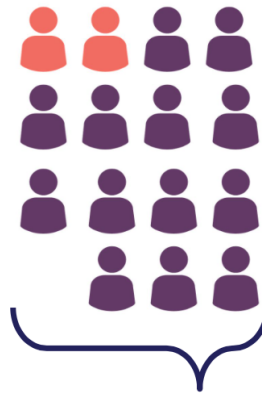3. **Important to note: New data collection area→ breaking through language barrier***

Key Demographics: Gender & Sexual Orientation

Do you Identify as LGBTQIA+ ?

Gender

Unsure How to Des…
5.6%

Perfer Not to Say
5.6%

Culturally Specific…
5.6%

Boy/Man
5.6%

Girl/Woman
77.8%

13 No's and 2 Yes's

Key Demographics: Race/Ethnicity

Prefer to self-describe
10.7%

White, European, o…
21.4%

Hispanic or Latine…
10.7%

Middle Eastern/Sou…
3.6%

Asian or Asian Am…
3.6%

Black, Afro-Caribb…
32.1%

Indigenous, Native…
14.3%

Native Hawaiian or…
3.6%
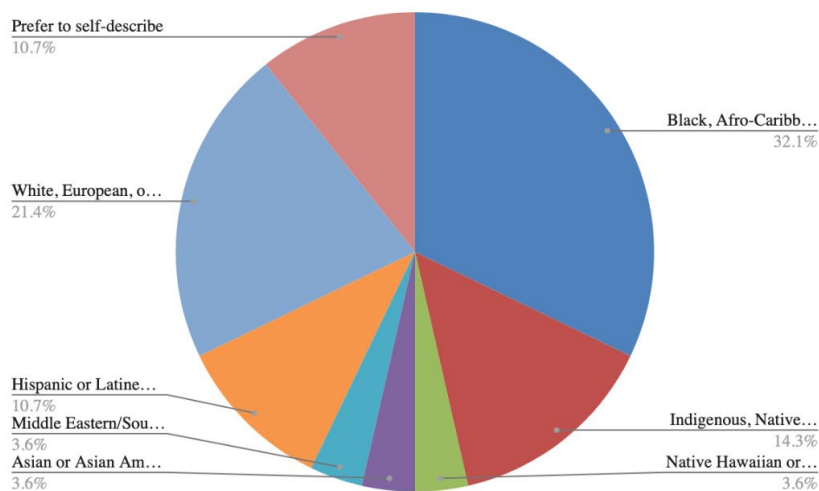
Key Demographics: Age

60 or older
23.5%

18-29
23.5%

50-59
17.6%

30-39
17.6%

40-49
17.6%
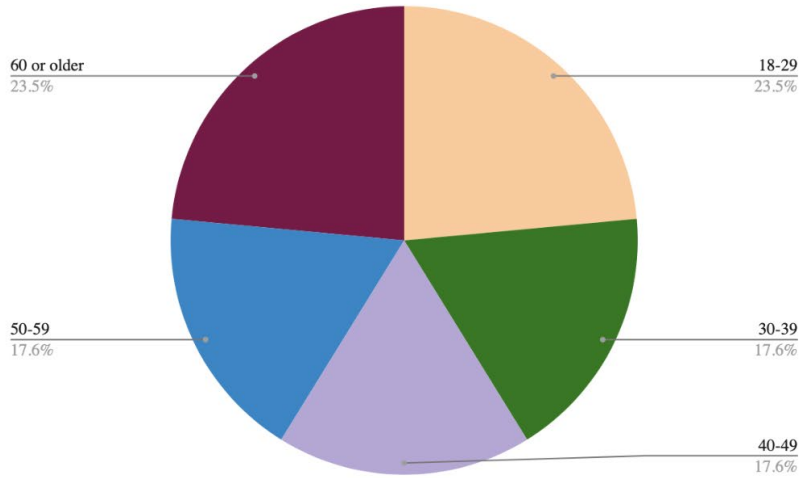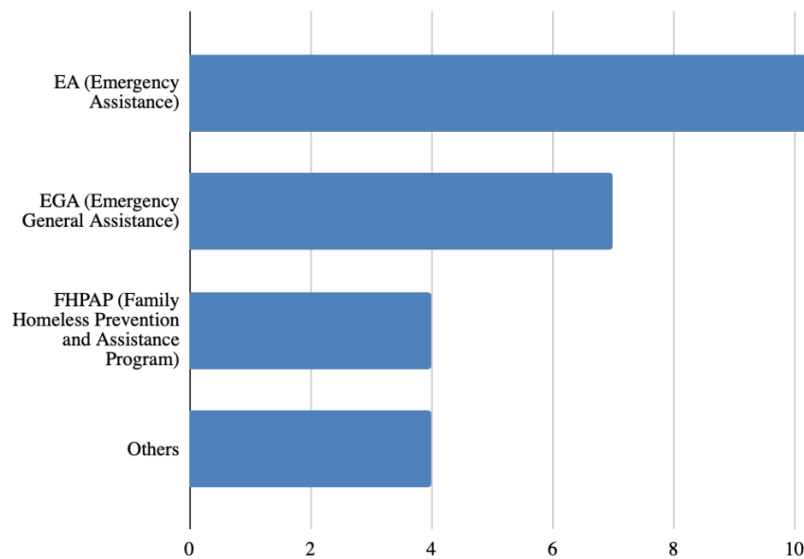
Key Demographics: Location
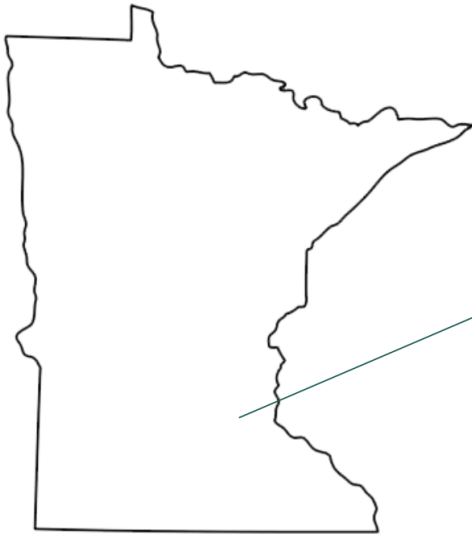
- ★ **Winona (7)**
- ★ **St.Paul (4)**
- ★ **Minneapolis (3)**
- ★ **Duluth (1)**
- ★ **Hastings (1)**
- ★ **Coon Rapids (1)**
- ★ **Anoka (1)**

What rental assistance program(s) have you applied for? (Check all that apply)

Key Findings feedback : Notes/Major themes

Major themes:

- **Time**
    - Application time is too long
    - Emergency and application timeline not going hand in hand
    - Takes too long to get notified of denial
    - The time of the application/process does not match the time of an emergency
    - Application timeline hasn't been improved for years
- **Eligibility**
    - Need eviction notice/announcement from the court as proof
    - Required document not applicable to reality
    - Documentation expectations (what's considered necessary documents needs to be revisited)
    - Applicants want more clarity on eligibility criteria
- **Technology**
    - Online access limiting ability to complete application
- **Dehumanization**
    - Interaction with from line workers adds to the human components in feeling dehumanized
- **Communication:**
    - Language used to describe applicants' situations
    - Rename assistance (not titled emergency if it is not treated as an emergency)
- **System observation/New themes?**
    - Immigrants need work permit for housing but vise versa stands true, creating a dead end loop
    - Community members want to hear providers perspectives
    - Single individuals seems to be at the bottom of having needs met
    - "Some landlords are slum lords"
    - "System designed for white women"
    - All the runaround
- Subtheme: EA Rules
    - Frustration at the different rules around EA by county
    - Not understanding why EA is only offered once a year
    - Need to revisit or understand EA rules better
    - expectations of meeting a portion of rent should not be in place

==Community-Based Solutions Feedback : Notes/ Major themes==

Major themes
- **Support from Service Providers:**
    - "What if we could create a situation where we can meet with county workers and figure out how the process works?" (rules/ eligibility)
    - information sessions with service workers/county?
    - Better pay for Case Workers and Social Workers, Focus on people with "Lived Experience" i.e. former homelessness, etc.
    - When the person In Service looks like you you're more comfortable to share more of the story
    - Peer Advocates Peer Navigators
    - frontline personnel are not trained in safety
- **Building trust:**
    - inherent mistrust in the system creates mistrust in interactions (focusing on approach of system to applicants/community)
    - "why choose to meet our need with suspicion" feeling of alienation due to this
    - "Existing system stakeholders have a savior complex. System is broken."
- **Changes to language**
    - 'The use of the term 'Unit' to refer to a family applying for need
- **One Centralized Portal/centralized process**
    - centralized portal feedback- creating more than one portal?
    - Application document can be kept in a centralized space
    - Folks can come to one spot for accessing all of the forms
    - People can go to different geographic locations to ask for assistance in completing the application
    - Data be held in the system for long enough so if things happen and people have to step away from the application and come back, previously finished forms are still there
    - Wherever they of for assistance, the same application system can be pulled up with previously finished forms saved in applicants' profile

- **Required documentation:**
    - documentation - the safety that comes with this process when trying to gather this documentation (ex. fleeing DV when applying for passport/personal docs)
    - There are a lot of family that are not eligible because applicants do not have the required documents
    - There have been many cases for which the process that applicants have to go through to be verified is long and hard: maybe there are ways to limit the amount of required information

- **System revisit:**
    - Having a more accessible and better clarified rental system: "Now we are just working to pay the landlord. Rent is too high!"

- *Emergent Theme:* **Immigrant Experience**
    - "We have to make sure that we find a lawyer; but since we are low income we can't find a lawyer; we need help to pay for it' then even if we could find a lawyer it be a whole process of determining if we are eligible through a court process"
    - "To get work, we need a work permit and to get a work permit we need an apartment and to get an apartment we need money, which requires work"