**Note Taker: Saayali Rege**

**Date: 6/4/2020**

**Session Name: People Session - Resident Services Breakout**

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| **1. Ideas Shared**Very brief bullets on key ideas discussed. | * further engaging residents for better services
* collecting and responding to resident needs in changing times
* assisting folks (and minorities) affected by pandemic
* Tenant association for distribution, delivery, receiving information from residents, build relationships, and improving community safety
* Engaging residents is essential for civic engagement and for creating communities
* Determining how to reassess resident needs and how to best use technology
* Adapt programing to continue serving residents
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| **2. Discussion**Level of detail of the discussion to be captured will be based on the needs of the planning team for the session. | * Encouraging community leaders and community engagement to better serve residents
* Tenant groups are beneficial to engaging residents and creating communities where people feel safe and connected
* Connecting people through – calls, donations to address tech issues. Other technology like tablets, teams on site (for limited time), having workshops to ensure safety, using outdoor spaces, having neighbors check on each other, volunteers, Whatsapp
* Critical to build community leaders to provide what residents need to be successful
* Technology as a platform to enable connections, provide resources, and continue supporting residents
* Covid has emphasized the need for resilient communities to support residents that are sustainable in the long term
* Look at our action through the lens of racial equity and leave residents feeling empowered through our actions
* Identify ways to best support members and meet them where they need to be met, and keep an eye on programs and services to maximize impact for the people we’re serving
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| **3. Next Steps and Follow-up Tasks*** Identify next steps
* Follow-up tasks:
	+ Members
	+ HPN staff
 |  * TCB to maybe share train-the-trainer model
* Jorge Riquelme to share the link to the free curriculum to resident leadership academy
* Susan Neufeld to share provider survey and resident survey
* Share details about mental first aid class and recommendations (Mental Health First Aide is through NAMI)
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| **4. Future Peer Exchange Topics*** Future session ideas
* Further peer exchange (webinars, MemberExchange, etc.)
 | * Future topic: funding for services staffing, esp. for senior housing, which is not 202 and for affordable housing which is not HUD homeless supportive.
* HPN could assist on leveraging Broadband accessibility with better prices as we move forward.
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