

Barrier Busters Network Action Group

**May 24, 2006, LLRC
1:30pm—3:00pm**

BBN Attendees: Mary Beth Lampe, CSTS
Beth Manuel, Child Care Network
Mitch Steils, WHA
Measie James, WHP
Mike Ball, CSS
Floyd Robinson
Jodi Trisdale
Juel Marceau
Janelle Phillips
Paula Bartha WCC
Terry Allom, HBS
Peri Stone Palmquist
Julie Steinrer
Cheri Nalepa, NSS
Shirley Tarvis, CSTS
Mel Batkins, DHS
Cindy Maritato, DHS
Helena Prince, FID
Harriett Bakalar, Housing Bureau for Seniors
Efrion Smith, Power Incorporated
Dale Wanty, Salvation Army
Christina Oliver, SOS Community Services
Angela Edmonds, TWCA
Nidya Price Reed, Shelter Association
Efrion Smith, Power Inc
Patricia Love, HARC
Laurence Simmons, HARC
Sue Gialanella, Public Health

Staff Present: Mike Scholl, Staff Coordinator HSCC

I. Welcome/Introductions

- Mary Beth Lampe, Paul Sher and Beth Manuel opened the meeting
- The minutes were approved with the addition of Paul Sher and Mitch Steils to the attendance roster of the previous meeting.
- In addition, Paul Sher had requested an addition of comments regarding the Ten Year Plan to End Homelessness and the protocols.

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II. Public Comment

- None

III. County Eviction Prevention – Protocol Review

- Mary Beth Lampe introduced draft protocols that would be used by the 211 Regional Call Center.
- The work group had volunteered from the previous meeting did not have a chance to review them.
- The subcommittee volunteers included:
 - Paul Sher
 - Efrion Smith
 - Pat Love
 - Harriett Bakalar
- Harriet Bakalar voiced concerns that the process was not transparent enough and that the protocols were written without the input of the Action Group.
- None of the protocols have been developed with the input of the group.
- There was concern that the subcommittee that volunteered at the previous meeting had not yet met.
- The protocols have not been implemented at this point and more review is necessary.
- Concern was expressed that callers to 211 would not be forthcoming with information.
- Staff responded that most callers to 211 would likely be referred to agencies for services.
- The goal is to get consumers linked up with services quickly and efficiently.
- Most people do not want to give personal information over the phone.
- Most consumers need greater intervention to provide accurate and useful information.
- Was a concern that consumers need to work with agencies.
- Understanding that this was targeted at the working poor.
- Concern that there was no consideration for mortgage foreclosure.
- The 211 operator asks if they own or rent and handle the referral appropriately based on the response.
- A question was asked about accessing the funds whether or not agencies would be able to use the new eviction prevention funds.
- It isn't clear how they would be able to use the funds for their clients.

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- Mel Batkins inquired about whether or not the callers would be screened for State Emergency Relief Eligibility.
- The Barrier Buster staff at 211 would be able to make applications for cash assistance for those callers rated at a level one (see attachment).
- The level one callers are identified as minimal or no barriers to housing.
- The assessment levels were taken from Hennepin County, Minnesota model.
- The only cases that 211 would handle are the level one referrals, the greater question is whether or not the caller is a level one.
- Questions arose regarding 211's ability to make accurate assessments.
- Not sure if callers would give information that is useful and unclear regarding the ability to handle difficult cases.
- There was serious concern expressed regarding the ability of 211 to handle these cases.
- ETCS indicated that they have money available and people need to come to the Towner site to complete and application and be reviewed.
- Unclear how big of a barrier that accessing this money is because of the need to apply at Towner.
- 211 are going to become a full Barrier Buster agency and be required to abide by the same guidelines and requirements of other Barrier Buster agencies.
- The subcommittee that was set up to review the protocols should wait after the meeting

IV. Fund Update

- We are expected additional funds to cover existing requests.
- We have money in the account for Ann Arbor residents.

Adjourned 3:00 pm

***The Next Meeting is scheduled for
Wednesday, June 28, 2006 - 1:30 pm – 3:00 pm @ LLRC***