

Barrier Busters Network Action Group

April 22, 2009 American Red Cross

1:30pm—3:00pm

Attendees: *(Please excuse any misspellings or any missed names. These are interpretations of individuals' handwritten names actually recorded on the sign-in sheet.)*

Mary Beth Lampe, CSTS

Anita Mure, Office of Community Development (Barrier Busters Staff Member)

Sandy Reeber, ETCS

William Epps, McKinley

John Tregonowan, McKinley

Kelly Martin, PNC

Aaron Pressel

Susan Sifuna, The Salvation Army

Linda Dintenfass, American Red Cross

Patricia Parker-Self, WC Department of Veterans Affairs

Jennifer Brown, Salvation Army

Helena Prince, Friends in Deed

James Hetzel, MAP

Therese Taylor, MI Works

Karyn Boyce, Ozone House

Angela Moore, The Women's Center

Heather Mooney, WC Treasurer

Erika Graham, POWER, Inc.

Ashley Cielinski, American Red Cross

Harriet Bakalar, HBS

Patrice LaGrand, Neighborhood Senior Services

Cheri Nalepa, HBS

Daniel Chae, WHA

Shannon Ellis, Home of New Vision

Kimberly Graor, Shelter Association of Washtenaw County

Eric Hendershot, MAP

Marla Conkin, The Salvation Army

Kelly Stupple, WC Public Health

Artrella M. Cohn, MSU Extension

Measie James, WHP

Debra Wright, Hamilton House Engagement Center (Home of New Vision)

George Ridenour, AACIL

Abbie Lawrence-Jacobson, Jewish Family Services

The documents passed out at this meeting have been scanned and are available through the "Meeting Materials" folder on the website with the March 25, 2009 meeting materials.

April 22, 2009

Notes taken by BB Intern, Chantal R. Cotton

cottonc@ewashtenaw.org

Barrier Busters Network Action Group

I. Welcome and Introductions

II. Announcements:

- a. Welcome New Members
- b. MI Works: The Summer Employment Program is starting and it will be HUGE. It is for ages 14-24. Please check out the flier. They are looking for 600-1000 youth for the program. The Summer Employment Program is income eligible. Please watch for RFPs for worksites and project sites. They are looking for project sites. A project sites is defined as a site that is responsible for hosting a young person and providing projects and staffing after writing an RFP. MI Works provides money for the youth at the work sites. There is a difference between a project site and a work site.
- c. WHP announcement: There is still open enrollment for APW. They also have a copy of what the requirements are that should be submitted with the apps. The program application period ends May 31st. The rumor that the application period closed last week is not true. They are also still trying to get people on plan A.
- d. Women's Center: They have a move date of May 8th but is not set in stone, but is good to note. You might get an email from Angie about available furniture due to the move, but the furniture will only be available for a short period of time. There may only be an hour window of availability to offer old things from the Women's Center Office, so please tune in. Their annual fundraiser is May 1st.
- e. Washtenaw County Public Health: Their "Touch-a-Truck" program is happening and fun. Kelly Stuppel sent out an email and flyer about this. They have a racecar, fire truck, etc. Their flyer was done by the Ann Arbor Family Magazine. Please distribute it.
- f. County Treasurer Office: MSU Extension, County Treasurer, and Legal services are teaming together to have another Housing Counseling 101 on Sat. May 9th. Send potential homeowners there. It will be held near the Ann Arbor airport

III. Minutes and Agenda Approval: March and February Meetings are approved.

IV. New Business

a. Abbie Lawrence-Jacobson Presentation: Patient Partners, Jewish Family Services

Her computer died today. ☹️ So this presentation will not be a PowerPoint display.

The Patient Partners Program is currently only for older adults (over 65 years of age). It could possibly be expanded in the future. Patient Partners is a medical accompaniment program. They send partners with older clients to serve as medical information scribes and translators for the older adults. The partners take detailed notes during medical appointments and make sure that the older client and client family really understand what is going on.

April 22, 2009

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Barrier Busters Network Action Group

All Patient Partners are volunteers and must be trained. They are trained over the course of 12 hours in the activities that they will later have to go through. The training includes:

- a. Filling out paperwork: How to do it and how to interact with the patient about it.
- b. Note-taking skills: Training on how to thoroughly take down information about medicines, procedures, and general health information for the patient. This training also includes information about how to properly ask questions to get all proper information.
- c. Confidentiality training: Information about the confidentiality of the patient's information.

Patient Partners has 10 people fully trained as Patient Partners now. Although 10 is a good number of people, they have less than they expected to have by now. This is where you come in. Jewish Family Services' goal with this program is that:

- a. Older adults will not have to interact with the medical interface alone.
- b. They expect that older adults and their families will be able to get more complete information from the medical staff.

Patient Partner History: The program stemmed from one of Abbie's personal experiences with her family. She served as a liaison for her father and the medical staff. After she realized how helpful the process was to her father and her family, she wrote a grant through Jewish Family Services to the Ann Arbor Community Foundation and got funding for one year. Their ultimate goal with the program is to provide accompaniment to anyone who needs help. They want everyone to be able to call them and ask for help at anytime. Right now, they are only working with pre-scheduled appointments. They will accompany people to many types of appointments and they are also working with people who are going through procedures. Patient Partners are not actually providing any physical care, so there are some procedures that they won't help with.

Targeted Audience Participants:

- a. Adults over 65
- b. Only Washtenaw county program
- c. Not just open to Jewish people

The process:

1. Prior to the medical appt, the patient calls JFS about their upcoming appointment
2. They are put into the JFS system
3. JFS sets up a time for the liaison to meet with the senior adult. They talk about any medical concerns that the patient has for the doctor, past history, etc. that they will ask at the doctor's appointment

April 22, 2009

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Barrier Busters Network Action Group

4. On the day of the appointment, JFS can provide transportation for the patient or they can drive themselves
5. The patient and the Patient Partner go into the doctor's appointment and the Patient Partner is sensitive to the patient's personal comfort level
6. The Patient Partner will introduce themselves as such. The Partner actively redirects doctor attention from the Patient Partner to the patient. They serve as an in between communicator. They make sure that the patient is still empowered to communicate for themselves. They are not there to make medical decisions for the adult. They record the questions and do not give any advice. They take this info to the patient and patient's family. They make sure that all of the patient's questions are addressed. The Partner keeps the patients calm during the waiting time of the appointment.

The Patient Partner will write down everything that happened and will follow up with the patient to make sure that all of the information recorded is accurate. They put down changes in medication, etc. for the patient. If the patient has concerns after that meeting, then the patient goes through JFS caseworkers—not the Patient Partner! JFS tries to make sure that the same Patient Partner goes with the same patient in the future if scheduling permits.

Costs: \$15 for accompaniment
\$5 for the use of the van

JFS has a sliding fee scale fee schedule, so in some cases, there is no fee for the patient. JFS is doing evaluation of their program. They are one of the only programs of its stature in the country. The other one is in Massachusetts.

Q & A:

Q: What is the age of "older adults?"

A: 65+ unless other

Q: Is there still one fee regardless of appointment or operation?

A: Yes.

Q: What about language interpretations/translations?

A: They have not encountered that yet. They have a Russian partner. Thus far, they are playing that by ear.

Q: Do you have an electronic flyer?

A: Yes, she will email it to the group.

Please refer clients to this program. They are having trouble getting more Patient Partners into the program.

April 22, 2009

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Barrier Busters Network Action Group

b. McKinley Properties Presentation: William Epps and John Tregonowan

Thank you for allowing McKinley to be here. It is hard for Mike Epps to believe that it has been 4 years since Hurricane Katrina. They remember all of the work that you (agencies) did for families in that disaster. McKinley took the lead with making sure that people had the keys for the apartments that they were being granted. McKinley is doing a lot for families again. William is the contact person for all McKinley properties in the area. His contact info is:

Michael Epps

McKinley Properties at Evergreen

(734) 971-2132

(Also posted in the flyer)

McKinley has 14 communities in the Ann Arbor/Ypsilanti area. They all strive for affordable housing.

Epps will sit down with the families to find out what the best thing will be for the families. They will go through their family expenses, and will not evaluate the other bills that the person has. They will do an individual evaluation of each person. Through this program, they offer NO security deposit. Once the family is approved, McKinley can instantly move them in.

Q: How long does the review process take?

A: It takes approximately 4 minutes to type up. It is usually within 24 hours, even on weekend Saturdays.

Q: Is this new program effective for all 14 of your properties?

A: Yes. Not just Evergreen

Q: Where can we get a list of the rates for all of your properties?

A: The website

Q: Is this program just for people in foreclosure?

A: NO. It is for everyone.

Q: Which of your properties take Section 8?

A: All of them do now

Q: Would a family with bad credit history be able to be considered for this program?

A: Here is the difference between what McKinley is doing now and what other management firms are doing: McKinley is having *people* look at applications and not just

April 22, 2009

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Barrier Busters Network Action Group

the *computer*. They believe that people will take care of their bills and bad credit once they are given a chance.

Q: Is there a requirement about convictions?

A: Any person over the age of 18 will have a criminal background check done on them, even if they are the child of a family. As a housing deterrent, it depends on the crime and is done on a case by case basis. McKinley will fax Mary Beth the conviction guideline sheet. A standard requirement is the 7 years since the conviction.

Q: What are the credit score implications?

A: It is a case by case basis. No implications as a whole.

Q: The packet says that you have to have a job. What about people who lost their jobs?

A: This requirement is moreso based off of if they have a *form* of income. Unemployment would count for this.

Q: What is the length of lease terms?

A: Particularly for foreclosed families, McKinley will lock them in for up to 24 months. The rent will not change for 2 years. They can renew it if the people need more time. They will also do short term stuff. Some families may want to prelease.

Q: What is a ballpark on the rental costs?

A: \$450 - \$999. They didn't put a price on the brochure because they change a lot.

Q: Does the website include the AUM charges too?

A: Some properties have AUM caps. It doesn't matter how much people use in water and sewage, they will not charge more than \$100. It is not on the website. They are very clear at lease signing of what the AUM charges will be and how people go about changing those.

Q: If a person is on SS, does their AUM and rent due date change?

A: Yes, it goes from the first to the third.

Q: Is this a new program?

A: Relatively. Thanks to folks like Heather Mooney of the Treasurer's Office who identified to McKinley the issues that families were facing, they now know that these problems exist.

Q: Should we refer clients to you or should we call you?

A: Call Michael Epps at Evergreen (even for non Evergreen Properties).

Q: Is there a phone number for you?

A: Yes. It is the one for Evergreen.

April 22, 2009

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Barrier Busters Network Action Group

Q: What if a person is having some issues with their current landlord now and they schedule something through you, will they be penalized if they cancel?

A: NO. It is risk free.

Q: What is the availability like for these properties?

A: Pretty good (keep in mind that this changes).

Q: If someone has moved in already, can they call you and have their rates readjusted?

A: Not at this time. Instead, the person will be bounced back to community organizations for help. If it is time for them to renew, then they will be given money back for their security deposit and will have a change in rate if the case calls for it. Let Epps know who they are because they will try to work with them when renewal time hits. Epps will follow up with anyone of you if your client comes to them in general.

Q: Does the website list the properties that accept pets?

A: Yes. Most properties accept animals.

Q: If a person goes to Golfside wanting housing, will they know about this program?

A: Yes, but going through Epps is making it very easy for all of you. William Epps at Evergreen.

V. Old Business:

Email list: Please let Mary Beth Lampe know if you are not on the list.

Encompass Training: If you have not indicated to Chantal that you are in need of the training, then please let her know. You can attend the training led By Mary Beth Lampe as a refresher or completely as a new Encompass.

VI. BB Emergency Unmet Needs Fund Update

Our total Barrier Busters funding each year is roughly \$270,000. We are anticipating an extra amount in A2 Utility funds. If you have any questions on funds, please see Anita Mure.

Is it possible to get a list of the other funding options available before coming to BB? MBL will draft something and bring it to the group at a future meeting for review. But this may be reinventing the wheel. Isn't this what 211 is for? What agency has a certain type of funding and who generally has funding. BB application in Encompass lists some of them, but who else should agencies check with before coming to BB.

VII. Case Consultation

Questions about Barrier Buster funding in relation to citizenship – If someone isn't a citizen, are they able to apply for BB funding?

April 22, 2009

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Barrier Busters Network Action Group

A: Anita Mure has contacted our funders about this. The Community Foundation Fund and one more of our BB funders have no restrictions in relation to citizenship. The County General Fund is also not restricted. DHS and AA Utility Funds are still determining their funding availability in relation to citizenship.

Meeting Adjourned at 3PM

April 22, 2009

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