

# Barrier Busters Network

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Barrier Buster Network September 23, 2009 Meeting Minutes

## Meeting Attendance:

<b>Barrier Busters Staff</b>	Andrea Plevak, Master Buster Anita Mure, Minor Buster Chantal R. Cotton, Intern	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
<b>Catholic Social Services</b> <a href="http://www.csswashtenaw.org">www.csswashtenaw.org</a>	Tane Atkins Mona Ramlawi <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Community Support and Treatment Services (CSTS)</b> <a href="http://www.ewashtenaw.org/government/departments/community_mental_health">www.ewashtenaw.org/government/departments/community_mental_health</a>	Mary Beth Lampe Shirley Tarvis Barb Fortune Tara Truax <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
<b>Employment Training and Community Services (ETCS)</b> <a href="http://www.ewashtenaw.org/government/departments/etcs">www.ewashtenaw.org/government/departments/etcs</a>	Sandra Reeber Bonnie Guest <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Friends In Deed</b> <a href="http://www.friendsindeed.info">www.friendsindeed.info</a>	Joanna Barnes Helena Prince <b>Other Staff:</b>	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
<b>Home of New Vision</b>	Debra Wright Shannon Ellis <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
<b>Housing Bureau for Seniors</b> <a href="http://www.med.umich.edu/seniors/">www.med.umich.edu/seniors/</a>	Harriet Bakalar <b>Other Staff:</b> Annette Lacklear Kara Lily Ryan Cowmeadow Cheri Nalepa	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<b>Interfaith Hospitality Network at Alpha House</b> <a href="http://www.alphahouse-ihn.org/">www.alphahouse-ihn.org/</a>	Julie Steiner <b>Other Staff:</b>	<input type="checkbox"/> <input type="checkbox"/>
<b>Jewish Family Services</b> <a href="http://www.jfsannarbor.org/">www.jfsannarbor.org/</a>	Marie Cope Lisa Keefauver <b>Other Staff:</b> Ann Gevoer	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
<b>Legal Services of South Central MI</b> <a href="http://www.lsscm.org/">www.lsscm.org/</a>	Paul Sher <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/>
<b>Michigan Ability Partners</b> <a href="http://www.michability.org">www.michability.org</a>	Eric Hendershot Terry Wadsworth <b>Other Staff:</b> Stacey Haskin Karen Burnett	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<b>MSU Extension</b> <a href="http://www.extension.ewashtenaw.org/">www.extension.ewashtenaw.org/</a>	Artrella M. Cohn Amber Wells (need membership form) <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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[cottonc@ewashtenaw.org](mailto:cottonc@ewashtenaw.org)

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Neighborhood Senior Services <a href="http://www.nssweb.org">www.nssweb.org</a>	Patrice LaGrand Dawn Vogel <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Ozone House, Inc. <a href="http://www.ozonehouse.org/">www.ozonehouse.org/</a>	Karyn Boyce <b>Other Staff:</b>	<input checked="" type="checkbox"/>
Packard Health Clinic <a href="http://www.packardhealth.org">www.packardhealth.org</a>	Jennifer Green Kim Kratz <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Peace Neighborhood Center <a href="http://www.peaceneighborhoodcenter.org/">www.peaceneighborhoodcenter.org/</a>	Kelly Martin <b>Other Staff:</b>	<input checked="" type="checkbox"/>
Personalized Nursing Lighthouse	Julie Merriman Taylor Arbuckle Karen White <b>Other Staff:</b>	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
POWER, Inc. <a href="http://www.powerclf.org/">www.powerclf.org/</a>	Erika Graham Renette Hicks <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Project Outreach (PORT) - CSTS	Kelicia Byrd John Loring <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Public Health Dept. of Washtenaw County <a href="http://www.ewashtenaw.org/government/department/publichealth/">www.ewashtenaw.org/government/department/publichealth/</a>	Kelly Stupple Bev Davidson Susan Lee <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Salvation Army <a href="http://www.sawashtenaw.org">www.sawashtenaw.org</a>	Jennifer Brown Wendi Smith Susan Sifuna <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
SOS Community Services <a href="http://www.soscs.org/">www.soscs.org/</a>	Normea Banner Cara Talaska <b>Other Staff:</b>	<input type="checkbox"/> <input checked="" type="checkbox"/>
St. Joseph Mercy Senior Health Services <a href="http://www.sjmercyhealth.org/">www.sjmercyhealth.org/</a>	Anna Tolis Lois Plantefaber (need membership form) <b>Other Staff:</b>	<input type="checkbox"/> <input checked="" type="checkbox"/>
Treasurer's Office of Washtenaw County <a href="http://www.ewashtenaw.org/government/treasurer">www.ewashtenaw.org/government/treasurer</a>	Heather Mooney Moonson Enische <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input type="checkbox"/>
UM Social Work <a href="http://www.med.umich.edu/socialwork/">www.med.umich.edu/socialwork/</a>	Stephanie Rakes, LLMSW <b>Other Staff:</b>	<input checked="" type="checkbox"/>
Veteran Services of Washtenaw County <a href="http://www.ewashtenaw.org/government/departments/veteran_services/">www.ewashtenaw.org/government/departments/veteran_services/</a>	Pat Parker-Self <b>Other Staff:</b>	<input checked="" type="checkbox"/>
Washtenaw Health Plan <a href="http://www.whp.ewashtenaw.org/">www.whp.ewashtenaw.org/</a>	Measie James Katie Lopez (need membership form) <b>Other Staff:</b>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

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## Guests and Presenters (new members, interns, etc):

Agency	Name	Phone	Email
Friend of the Court	Rochelle Kinchen	734-222-3050	<a href="mailto:kinchenr@ewashtenaw.org">kinchenr@ewashtenaw.org</a>
Friend of the Court	Barb Kelly		<a href="mailto:kellyb@ewashtenaw.org">kellyb@ewashtenaw.org</a>

### I. Welcome and Introductions

### II. Announcements:

- a. BB Paperwork – If you are a new member and have not yet completed a membership form, please see Chantal R. Cotton or email her at [cottonc@ewashtenaw.org](mailto:cottonc@ewashtenaw.org).
- b. The Barrier Busters website is not editable at this moment. This means that the minutes and agendas (and other documents) cannot be published to the website at this time. When we can post things again, we will. In the meantime, we will email out meeting minutes, agendas, and any other documents that need to be posted.
- c. Friends in Deed: If anyone wants to eat lunch or dinner on Thursday, September 24, 2009, you should eat at Max and Erma's to support the Friends in Deed fundraiser. Bring the coupon that can be downloaded from the [www.friendsindeed.info](http://www.friendsindeed.info) website for the credits to go to Friends in Deed.
- d. Treasurer's Office of Washtenaw County: Housing Seminars for Foreclosure prevention are still happening. Please see Heather Mooney, [mooneyh@ewashtenaw.org](mailto:mooneyh@ewashtenaw.org), for more information or see the flyer that she passed out at this meeting.

**III. Minutes and Agenda Approval:** The August Meeting Minutes will be approved at the October Meeting along with this month's meeting minutes.

### IV. New Business

- a. **Friend of the Court: Rochelle Kinchen, Case Manager of Washtenaw County trial Court Family Division ([kinchenr@ewashtenaw.org](mailto:kinchenr@ewashtenaw.org)) and Barb Kelly, Deputy Friend of the Court ([kellyb@ewashtenaw.org](mailto:kellyb@ewashtenaw.org))**

The Friend of the Court is a friend of the children on the court.

The Friend of the Court does:

- a. Credit Reports
- b. Bankruptcy Option
- c. Fidmling (Federal Institution Data Match (FIDM) – Bank can take a lien on the account after it is frozen.
- d. Process paperwork for license suspension

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- e. To collect child support. They are like a collection agency, but with a lot more power. They have an interest in working with people. They have the most trouble with those people who do not contact them. They are there to help the process go through.

## **General Information:**

Friend of the Court has an online software called MiCase where the Payer and Payee can go online to make payments, see the amount owed, etc. It takes a few days to get a password. It can be found at [www.michigan.gov/micase](http://www.michigan.gov/micase)

**Friend of the Court does NOT** have publically accessible computers at FOC. They also cannot tell case workers information about the client unless you and the client are together in person or on the phone together. Case workers cannot call and get specific information on behalf of other client. You can come to the hearings too, but you cannot speak.

**General Advice:** Don't ever ignore the Friend of the Court. When they are ignored, it is difficult to really get to the bottom of any situation. It could lead to unnecessary costs for the client.

## **Motion for Payment Plan program:**

It is usually a two year program. They look at what the person makes and how much s/he owes. They then determine how much the payment can be each month. The client gets to pick the amount. If the client keeps up with their payment plan for two years then they can file a motion to get off of the payment plan and get the rest of the money due waived.

It is just a one on one situation with the referee.

## *Eligibility for the Payment Plan program:*

Client that has two months or more in arrearages.

*The State has a current proposal that is looking to mandate the payments owed to Mom to be paid in full before people are allowed to be on the Payment Plan for their State arrearages. This is not yet a law.*

Friend of the Court can't change current arrearages through the payment plan, but they can affect the ones in the future.

Money owed to Mom is separate from the monies that are owed at the time the client goes onto public assistance.

If you have a client who owes an arrearage to the State of Michigan, contact Rochelle.

The hearing date is announced about sixty days before so that the State has time to respond.

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**Changing a Payment Plan:** Once the payment plan has been established, it is set in stone as the payment plan. If a client's circumstances change, then the client needs to petition the court to get their payment amount changed. The court will never know to change the amount without the client stating such. Petition to Change Child Support Form: Use this if people lost their job, came out of prison, etc.

**What if a payment is too low one month (as in less than the payment plan amount)?**

They can just pay more the following month. As long as the client makes the total payment by the end of the two years, then they will still stay on the payment plan and have additional arrears waived upon completion after the two (2) years.

**Payment Plan monthly bill amount range:** \$5 to \$550

**Q & A:**

**Q:** What happens in cases where the Mom might not be findable?

**Q:** How are arrearages owed to Mom?

**Q:** How do people know if they owe?

**A:** Usually they don't. But when they find out and come, Rochelle needs a paystub or disability letter, or unemployment verification.

**Q:** If a client already has SSI and has payments deducted from that, will they still get regular deductions from it?

**A:** For SSD, yes. For SSI, no. Friend of the Court cannot take money from SSI clients. They have been having a few issues with SS lately. If someone's SS is closer to the 60-65% garnishment rate, then they need to get help with a payment plan by calling Legal Services or Friend of the Court. They can get the withheld amount changed. In those cases, Friend of the Court then sends a copy to the Social Security office and to the client in the same day when they send the notice out.

**Q:** On page one of the motion in paragraph four, what is considered as sufficient consent for FOC?

**A:** Consent is only needed if the client is paying another person (such as the Mom). If it is a State arrear then consent is not needed.

**Q:** If the child lives with the person who has to pay the child support, do they still have to pay?

**A:** If the child is living with the person who has to pay the support, then the person can come in and tell FOC and officially stop paying support.

**Q:** Does the enforcement side of your office find people if they are out of state? Do you help find people in cases like that?

**A:** We try, but the resources are not the greatest all the time for this. Can we help a client from

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another county? Yes. But you may want to call the FOC of that county instead of this one. It may reap faster benefits.

**Q:** What are the real risks people have if they have warrants for child support or other things when they come into the Friend of the Court office?

**A:** They will be asked to speak with the enforcement officer and they will reach an agreement at that time. If they reach an agreement at that time, then they will just have to make the payments, and they won't be arrested. Arrearages are not criminal felonies. They can also call and do this in advance.

**Q:** What if the person is 80 years old with arrears, do they have to pay?

**A:** Someone will have to file a motion for the Statute of Limitations if the client goes for ten years without paying a single payment. BUT, if the client makes even ONE payment at all in that time period, the Statute of Limitation no longer applies to them.

## V. Old Business: Follow-up on agency collaboration and inter-agency referrals

Does anyone have any new issues on the things mentioned at the previous meeting on this topic?

1. Suggestion #1: Maybe we should make a small subcommittee for this topic as a whole. It is difficult to make decisions amongst the group of 40 some people in the general meetings.
2. Suggestion #2: Maybe we can have a reprimand for agencies that do not let others know if they have funding or not.
3. Suggestion #3: Maybe we can do some sort of "real time" system.
4. Suggestion #4: What if we use the SKIP database? It is a real time system. But the SKIP database is only for five agencies right now and may not be able to handle the volume of agencies that Barrier Busters has. It may also be a HIPPA violation with the amount of information that will be shared on it.
5. Suggestion #5: Make a BB packet with the information that each agency needs to know about other agencies: General requirements, funding capacities by month, etc. .
6. Suggestion #6: Can we have a separate page/website on the county's website to do this? Maybe a Google spreadsheet? Or something. The agencies can then update it themselves.
7. Suggestion #7: Use interns. Use volunteers.

### *General Inquiries:*

1. **Q:** Is there a way to get the Encompass system to allow multiple people to work on an application at one time?  
**A:** Given our current capacity, we do not believe so, but we can find out.
2. **Q:** What paperwork is being stored where and how?
3. **Q:** Can we scan documents into Encompass?  
**A:** Given the openness of Encompass a multitude of agencies

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4. **Q:** What do we do with clients that need funding and are sent from one agency that does do casework to agencies that do not do case management at all? Generally, the receiving agency then does not want to make the request because they don't do casework at their agency. So then they look for another agency that can do the request for her that will be able to provide casework for the client's needs along with doing the funding request. So what it leads to is a situation where agencies are only taking on additional clients for the sole purpose of doing Barrier Buster requests and they do not do ongoing work with the client.

Other general concerns:

1. Is it possible to have Encompass submit an email after the request has been submitted?

Are agencies having problems with BB Payee Services?

1. Yes. They may have more business than they are capable of handling. But this is not related to the Barrier Busters requests.

## General Barrier Busters Funding Update:

We have been spending more funds each month now than we had last year. We have funding even though it is not a whole lot of funds. Please see the graph attached to get a better understanding of this year's expenditures in relation to last year's.

**VI. Case Consultation: No Case Consultation at this meeting.**

**VII. Other Business / Announcements: None.**

**Motion to Adjourn; Meeting Adjourned at 3pm.**

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