

## FGGM Focus Group Study #6 EXSUM

7 May 2019

Meuse Forest Community Center 1800-2100

Attendees: 15x Residents, Garrison Reps, Corvias Corporate, FGGM Corvias, RCI, PAO/Sound Off, KACC, TRC, Remediation Team, ACS EFMP Coordinator

1800-1930

EFMP Discussion (ACS, Corvias, IHO, KACC)

- Residents discussed concerns about inconsistencies in ADA compliant homes on Fort Meade. Corvias discussed grab bars and that they have chosen to wait to install grab bars so that they could be tailored to each individual family. For example, some grab bars need to be low for children while other bars need to be high for adults. Corvias will prioritize the placement of grab bars once the family moves into the home and identify where they want the grab bars. There was also a discussion on flooring in one of the resident's home. It has normal carpet. They have requested that the carpet be replaced and Corvias informed them that they were working on replacing the carpet at a time when it was suitable for the resident. They also mentioned that they will no longer install low profile carpet but plank flooring in all future upgrades.

-In processing: There is currently a gap in "warm handoff" for military families as they transition from one installation to another. The KACC CDR, COL Burk, informed residents that he is acutely aware of the issue and differences between installations. Therefore, it is in the best interest of the family to coordinate with the EFMP Coordinator at the departing installation, which should be part of the out-processing checklist, and they should coordinate with the follow-on installation to ensure a warm handoff and provide the family with essential information according to their needs. Residents confirmed that this process was not happening and another resident recommended that family members attend the levy brief. It provides a lot of information that is often overlooked by service members, but is important to family members. Bottom line, recommend you go with your spouse to the levy (out-processing) brief.

-Corvias reiterated that if medical conditions change for a family, and they require an ADA home, they should contact Corvias as soon as possible to determine the best way to move ahead. In some instances, the current home may be tailored to meet the specific needs, while others may require an ADA compliant home. Corvias also explained that there is flexibility on the rank band for ADA homes. It is reviewed on a case by case basis. There was no clear "price point" for reasonable accommodation and modification to a home but Corvias would do what makes sense and it would be handled on a case by case basis.

-Residents asked if there was a policy that articulated when a resident that occupied an ADA home be required to move out in order to accommodate an ADA family. Corvias explained that there isn't currently a policy that outlined when Corvias would request that a resident move out but they acknowledged that they will look into developing a policy. Corvias did mention that they were aware of cases at other installations where families were required to move out to accommodate ADA families, but they were not aware of such a case at Meade. Corvias offered to review all ADA compliant homes on

Meade and see if there were any non-ADA families residing in those homes to determine if a policy was required.

-Curb Cuts: There was a discussion about curb cuts in midway commons near Pershing Elementary. Currently, many are missing and one family is having a difficult time managing the curbs because of their specific needs. Corvias looked at the price to cut the curbs in this area and the cost was approximately \$100k to update. The resident expressed concerns that the curbs were updated within the last 2 years and didn't understand why the curbs weren't updated, especially since its near a school. Corvias acknowledged and would look into it.

#### EFMP Relocation (Teresa Ortiz – ACS EFMP Coordinator)

- Teresa stated that EFMP records are critical to a successful PCS and must be up-to-date. There are new rules for PCSing families and they must have a face to face visit with the EFMP Coordinator in order to clear the old installation. COL Burk mentioned that there is now an "Echo" program for those that qualify and it provides additional resources and case managers to those families. You should ask your provider for more information to see if you qualify. It is both the facilities responsibility and the service member's responsibility to coordinate their individual requirements to the gaining installation. The losing medical facility is required to coordinate with the gaining facility, and the family is responsible for coordinating the specific requirements, meds, appointments (which can be done before you depart the losing station), but transfer of referrals is not authorized. Therefore individuals must see the gaining provider when they arrive in order to get referrals for their individual concerns.

- Garrison will look at updating the in processing and out-processing checklist to include EFMP in the process. The garrison and KACC will also look at ways to train new EFMP families and inform newly arriving families. Incorporating it into the ACS Newcomers brief, and other ways. We will relook our process for relocation. We will also encourage spouses to attend the newcomers brief and levy briefings.

-COL Burk informed the residents that the Big Army is looking at ways to streamline and codify the transitioning of military families. Locally, the Defense Health Agency wants to host a number of focus groups with beneficiaries to find efficiencies and gaps in services. We will provide more information as it becomes available.

-COL Burk mentioned that the standard for access to care is 28 days, meaning that if you can be seen within 28 days, you will be referred out to a network provider. Referrals don't pass between installations, and therefore service members must get a new appointment with provider when they PCS.

-Residents asked if EFMP information and phone numbers could be added to the fort Meade APP. Sherry is looking into it.

-Finally, there was a discussion to determine the next EFMP meeting as well as outreach opportunities. The residents requested that they be outside the normal business hours since most families are not available during business hours and need the service member to be home so they can attend.

-Before you PCS: service members can send their housing applications and orders or even just an MFR to Corvias before they PCS to inform the new installation of their individual needs, identify ADA home that

fits needs, and Corvias will offer and allow acceptance of homes before resident arrives, even without orders, by exception.

- Residents requested that ADA families be prioritized for on-post housing especially since there is little accommodations off post for families with needs. Corvias and IHO stated that they don't currently have a policy governing the prioritization for families with special needs. They agreed to look into it further and provide feedback. COL Burk requested that a garrison policy be made and enforced because options are extremely limited off post. At the end of the day, it all ties back to readiness.

#### 1930-2030 TRC and Mold Update

- Corvias informed residents that they can now schedule their TRC inspection for a specific day and morning or afternoon. Holly mentioned that there is now a formal communication plan using email, reports, and direct coordination with families that are displaced due to high mold counts in home. The majority of homes thus far had low to no mold and those reports will be mailed out. There are a few with significant mold and they are being displaced. Corvias expressed that they maintain communication with the residents during the entire process. They acknowledged that they failed in communicating in the past but are working hard to remedy that issue now.

- Displaced Residents asked if there could be some "day 1" non-perishable foods in the temporary home upon their arrival and to get them through the first day/night. Corvias agreed to look into it.

IHO in close coordination with Corvias –Darla, has a draft of the displaced family resource sheet. Due to time constraints, residents agreed to review it at the next meeting and provide feedback.

#### Mold Reports

-Corvias informed residents that they will start mailing mold reports out to families on 8 May. Residents mentioned that it would be a good idea to allow residents to schedule face to face appointments with TRC to explain the complicated reports. Corvias handed out two types of sample reports and walked the group through them. Residents also recommended that Corvias host a weekly "how to read/interpret my mold report" class at the community centers in the evening for those that want to understand their specific report.

-Residents asked Corvias to add the mold remediation work plan to the report that gets sent out or at least explain in the report how to access it online.

-Corvias told residents that photos from the inspection will not be sent out in the reports but residents can get copies of the pictures if they contact their community center and request the pictures.

-Residents also recommended that Corvias add a cover letter to the reports with basic information and links to key information, and how to follow up with the experts regarding the reports.

-Residents were concerned with the next step. How do follow up work orders get loaded into the system and will residents be informed of these work orders. Corvias informed residents that they are working out the details but residents will be informed of additional work that needs to be accomplished as part of the due outs for the mold inspections. Corvias is working with East Coast to find the best way forward. Residents just want to be informed of the process.

-Corvias stated that they will start power washing all homes on the installation in the near future.

-Residents asked Corvias to look at mold "hot spots" in similar style homes and develop ways to mitigate those issues. There are many homes with external maintenance rooms which are not insulated from the outside weather. In a few homes, Corvias has installed ducting to draw warm/cold air and provide

circulation to minimize mold buildup. Develop a standard practice in all homes of the same type that show signs of issues.

2030-2050

The APP

- Corvias reminded residents that emergency work orders should not be initiated in the app even though there is a toggle specifically for emergency work orders. They are not currently responding to APP work orders within 4 hours. Residents said that this needs to be fixed and all types of work orders should be able to be uploaded via the APP.
- Similar to the "safe light" APP, residents should be able to see a photo of the person or company that is tasked to come out and fix your issue.
- It would also be good if the resident could provide feedback in the app on the quality of the work that was completed and close out the work order through the APP (two step verification)
- The main office numbers and phone numbers should be easy to find on the APP.
- Corvias said that work orders prior to 1 may would not be visible on the APP, but that doesn't mean they aren't still open. Please don't go in and redo work orders in the APP. It will duplicate work orders.
- residents requested the ability to add/modify/delete work orders through the APP. There should also be a "cancel" button on the APP for open work orders that the resident resolves themselves.

\*\*\*The Next meeting will be 21 May 2019 6-8 PM. ECM will discuss the mold remediation plan and what to expect, IHO and Corvias will present the displaced family resource sheet and solicit feedback, and we'll get an update on any due outs from the 20 May Town Hall with MG Howard at the Meuse Forest Community Center from 7-8:30pm. Hope to see you all there.