

FGGM Focus Group Study #5 EXSUM

9 April 2019

Meuse Forest Community Center 1800-2100

Attendees: Residents, Garrison Reps, Corvias Corporate, FGGM Corvias, RCI, PAO/SoundOff, KACC, TRC

1800-1900

EFMP and ADA Support to FGGM (Darla-410-305-1083):

- Role: to make homes more comfortable for family members with special needs. She assists in directing residents to resources. Darla also coordinates events at the community centers. Darla currently uses the application form to identify and reach out to families with special needs.

- There is still an apparent disconnect with families that PCS to Meade from other locations. The residents are concerned that there needs to be a warm handoff between EFMP coordinators at each installation. Family members currently have to figure things out for themselves once they get on the ground at each installation. Darla is working with the housing office to develop a resource guide that identifies resources in the community to help newly arriving families with special needs.

- There was a request for a special focus group to discuss EFMP/ADA special needs at Fort Meade. Darla offered to lead that discussion with the Housing Office. We can expect a meeting in the next 4-6 weeks. The residents requested that the date be coordinated well in advance and at a time when all members can meet. The focus group will identify those needs that should be on the resource list as well as talk about the construction of homes and issues they face every day in dealing with these homes. One of the residents identified a friend that has a child in a wheelchair but the home is outfitted with regular carpet. Darla is looking into this.

-The resource list should be given to the EFMP coordinator and emailed to inbound families with special needs. EFMP families requested that they be allowed to make appointments on the day they arrive so they can get the referrals and other immediate special needs requests into the system. This is currently not the case for the resident that brought this up. We will follow up with the EFMP Coordinator, Michelle Tornebene (301-677-8502).

-The residents asked that the EFMP Coordinator be at the Newcomers Brief to provide basic info and answer questions for family members. We will follow up with ACS and KACC.

-The residents offered to have Darla walk through an ADA home in order to better understand their daily challenges and frustrations, so we can make future homes better. The residents would also like to provide input into the design review of new ADA homes.

- KACC Support (LTC Ledoux, KACC) - LTC Ledoux discussed the link between the EFMP coordinator and HRC as families PCS. She also discussed their support to the garrison, upon request, to conduct a separate air test and compare the results with TRC and Corvias. In all of the tests that KACC performed, the tests were similar. LTC Ledoux stated that they found no evidence of foul play or "manipulating" of data on the reports. She also

1900-2100

- Holly then explained the Air Quality Test (AQT) Venn diagram and how Corvias fits into the equation, which laid out why it took so long to get results back into resident's hands.

- Corvias established a project team to schedule, inspect, and remediate all affected homes on the installation. Four separate companies were contracted for this project. The first company manages the scheduling of all residences. The second company, TRC, conducts the inspections and sends the reports to a third party lab to test. The reports come back to TRC, are reviewed, and then placed into a cue priority for remediation, if necessary. Two companies, East Coast and ServPro, remediate the homes. Upon completion, Corvias receives a copy of the report, and then coordinates a time with the family to brief the results. Corvias apologized multiple times and stated that this has been a work in progress, like building a plane in flight. The first attempts were inefficient but promised they are getting better.

-The residents requested two things. 1. That garrison be involved in the handing over of the reports to the residents since there is still a lack of trust with residents and Corvias. 2. Resident requested the ability to reschedule appointments with the scheduling company because they need more than 72 hours to get time off work, etc. Corvias and the Garrison will look into both aspects. The garrison has reached out to their lawyers to see what the best solution will be.

-Residents that have complaints can call the "We Care" hotline at 410-672-4008 to talk to a Corvias representative that will address their individual concerns.

-Corvias discussed their current plan of action when mold is found in the home. The residents requested that the plan of action be briefed to them and include timeline for completion, accommodations for the family, resources the family can use in the interim (school support, laundry, etc) mold and the effect on furniture, as well as BAH recoupment for the time the family is displaced.

-Corvias acknowledged the request and is developing a Temporary Relocation Policy. The focus group would like to see the policy at the next meeting.

-Corvias will bring in one of the remediation experts to the next meeting to discuss their procedures.

- the residents requested a remediation plan be discussed prior to the remediation efforts taking place so they would know what to ensure is removed from the home, protected from spores, and where the mold was found. The residents also requested that Corvias keep their word and hold the contractors to the timelines that are promised. In the event a timeline is not kept, communicate with the resident.

-TRC then explained the process for their inspections, their initial challenges and mistakes (only doing the visual and if necessary the AQT) but are now doing 100% AQT and visual in every home. All of their notes are collected digitally and sent up their master database where the results are interpreted. The AQT is sent off the same or next day to the lab and results from the AQT are usually back within 5-7 days. In the meantime, TRC coordinates with ECM and ServPro regarding the homes that failed the visual inspection to start remediation. The residences are placed into one of three categories: minimal, moderate, and emergency. Those marked as emergency get flagged and Corvias is informed. ECM and ServPro work with Corvias to initiate remediation plan of action. The AQT that comes back from the lab is sent to TRC, is uploaded into their database, interpreted, and if necessary given to ECM and ServPro to

get put into the cue for remediation. Corvias stated that the current plan of action is to mail out negative AQT (no elevated mold levels) to residents within 2-3 weeks. For those with elevated counts, the residents would be notified in person. Garrison will work with Corvias to determine the way ahead on providing reports back to residents. Corvias also mentioned that residents will get a certificate of remediation once remediation is complete.

- Garrison reminded residents of the Housing Medical Hotline (301) 677-8446.

- Residents requested the results to be able to take them to their providers because of concerns with the health of their families.

- Residents requested that garrison or a third party provide the AQT results to residents. There is still a lack of trust with Corvias and having a third party handle the results would amplify transparency and legitimacy of the reports. Corvias had no issue with this request.

DUE OUTS

- Corvias will look into the identified scheduling issue. Residents requested specific dates based on work schedule and the scheduling company was unable to accommodate.

- Garrison will look into the request to provide the report to residents

- Housing office will finalize the resource guide for displaced residents

- Darla will create a resource list for families with special needs.

- Garrison will work with KACC to determine the best way moving forward to provide warm handoffs to residents with special needs.

- Residents will become a part of the remediation process. Corvias and remediation teams will look at ways to get the plan of action into resident's hands before the remediation happens.

The next meeting is scheduled for 30 APR 2019 at Meuse Forest 6-9 pm. *