

**BOARD OF DIRECTORS
CONSUMER RELATIONS COMMITTEE MEETING
February 28, 2020**



ATTENDEES: James Barnes, Athena Haniotis, Maggie Shearin, Angela Purnell, Dorsheena Hagler, Mark Council, George Marsh-Bey, William Knight, Mickey Pickett, David Parker, Paul Behler, Linda Mason, Valerie Handy-Bey. Staff: Malcolm Williams, Jen Tate

I. INTRODUCTION AND READ GROUP AGREEMENTS: James Barnes

II. LOBBY DAY FOLLOW-UP:

Committee shared what bills they participated with. Housing Opportunities Made Equal (HOME) Act bill passed!! Suggestion regarding the agency strategizing on how to get people to come out and support lobby day, not only the clients, but the agency community partners. Also, suggested the agency need to assist clients getting their information so that they can attain ids, because you have to have an id to go into Annapolis buildings.

III. PERFORMANCE IMPROVEMENT WORK FOLLOW-UP: Jen Tate, Director of Performance Improvement did a continuation presentation to the committee some of the work that the agency is looking to improve for this year.

Jen continued the discussion regarding the issue of clients not getting through to a provider when they call the agency. The committee was asked to take notes to share in two weeks regarding their experiences if they call into the agency. Also, bring feedback to the meeting regarding the things that the agency should make easier to get access to. Clients shared their experiences with dialing in and trying to reach their provider. There is no improvement at Fallsway or West Baltimore. Baltimore County has slightly improved.

REMINDERS:

- Baltimore Center Stage Play “Where We Stand” – Friday, March 27, 2020
- Client Art Show – Thursday, April 23, 2020

Everyone deserves to go home.

Feedback from Clients [Should Not Be Part of the Minutes]

- Always get voice message when trying to contact provider, called 3-4 times a day, never got a call-back
- When you call the main number, it states that you can leave a message and you will get a call-back in 24 hours – that never happens. When you meet with your provider, you need to get their extension, if you don't have it – you will never get them.
- Have been put on hold for one hour and 45 minutes and eventually hung-up. Called back the next day I will on hold for one hour and 14 minutes. Never spoke to anyone. Visited the agency and complain, next time I called got through in about 15 minutes.
- Told to call or I might have missed a call and I try to call back and you don't get anyone – I had the experience where I was told that you need to talk to another particular person, I go to leave a message, their voicemail is full – I get back out of the system, I go back to the main menu, and I try to reach another person – and I am transferred to another person and then their voicemail is full – I back out again and I wait for a long time, I get the same person again, and then they start to get an attitude because I have called back for the 4th or 5th time to get through to the right person, and now they are getting frustrated or eventually get the scheduling voice mail
- I call in to talk to my therapist – no answer – then when I call someone else extension, that have an attitude because I contacted them
- Baltimore County phone lines seems to improved – use to have to go to the agency to get someone
- Client had an issue where staff lost their records
- First floor have attitude issues that they bring to work with them – need to leave their attitudes at home and come to work with a professional attitude
- Staff on the first floor need anger management classes
- Clients need to be informed when the provider is not in
- Second floor front desk can be unprofessional as well
- There should be a requirement for front line staff to have trauma care training