

Update to QC3 Board of Directors

October 24, 2011

Events of the last 3 Weeks:

Our request to DCH to keep some of our equipment was not answered in time to make the budget difference we had hoped to achieve. While we did keep some of the equipment, we needed to purchase 2 laptops. Unfortunately, if we hadn't needed to purchase the laptops, we would have had at least one more week of operating funds. We did keep the two older servers since they had depreciated to zero.

Our mailing address is now 2307 Hamilton Road; Okemos, MI 48864. This is my (Susan's) home address. Dohn was very generous and offered us the use of his office to receive mail. After considering the need for the most efficiency given our limited hours, Cathy and I decided to use my address instead.

Our phone number is the same. It forwards to a Boost Mobile phone that Cathy has. Dave has moved our email and website to an outside service so we did not have to buy a new server or make alterations to anyone else's server.

Thanks to quick and creative thinking by Cathy McRae and Dave Cohoon, the Registry is up and running and secure! One of the old servers was running the Registry anyway so we moved it to Cathy's home office. It is on a secure connection which can be accessed at Cathy's office only. An email will go to DHS Offices, Disability Networks/CILs, Area Agencies and other partners this week announcing the good news as well as what the service will look like.

Why did Cathy get the phone AND the Registry? Our recommended and current staffing is Cathy at 20 hours a week, Dave at 5 hours a week, and Susan at 5 hours a week. Cathy will handle phone calls, consumer intakes, and financials. Susan will be handling criminal history checks, communications with DHS, and whatever else needs doing. Dave will be keeping the Registry running, the website up to date and managing the dues and bi-weekly provider files. Once we get a better handle on our ability to handle intakes, we may look at expanding the Registry to Self-Determination in the MI Choice Waiver starting with the Tri-County Office on Aging's service area as well as Bay and Saginaw counties.

Speaking of the dues, staff has received a number of concerned inquiries from Board members and Union staff about whether we will be able to get the dues check to SEIU. The

check is easy; the bigger question for staff was whether we can manage the dues files transfers. As you all know, there are legal issues that require the smooth and consistent transfer and management of the dues files. Fortunately, with Dave's agreeing to stay on as a part-time staffer, we have our end covered. And, yes, rest assured – the dues check has been mailed.

SEIU requested our Consumer files to hold in case we needed to get the Registry running again. We said no since we knew we would continue to run the Registry and because it would not be appropriate to share our Consumer information with anyone.

Thank you to Marion Owen and Dohn Hoyle for securing donations for the QC3 to keep the Registry running. The ArcMI has pledged \$5,000. The Area Agencies on Aging Association of Michigan has pledged \$1,000. Together with the amount we have remaining in the unencumbered funds, we can manage to run the Registry at least through the week of December 12th.

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Subject: QC3 Status Update

From: ssteinke@mqccc.org

Date: Mon, Dec 12, 2011 3:31 pm

To: "Eric Thomas" <ethomas1977@yahoo.com>, "Dohn Hoyle" <dhoyle@arcmi.org>, "Marion Owen" <owenm@tcoa.org>, "Scott Heinzman" <sheinzman@twmi.rr.com>, "Tammy Finn" <tammy@arckent.org>, "Verna Spayth" <spayth@att.net>, "Houwyda Fawaz-Anouti" <BAnouti@accesscommunity.org>

Cc: cmcrae@mqccc.org

As anticipated, we have run through all of our funding as of today. Actually, we received some late invoices from vendors which put us "in the hole", as it were, even with the arrival of our final FSR. I have laid off Cathy McRae effective today and Dave Cohoon effective December 17th. I have already worked all of my hours for December.

Dave will be able to do one final transfer of the dues files which go to the State and contain the information regarding which Provider receives which percentage deduction. After that, I will recommend that SEIU contact DCH's Chief Deputy Director to figure out a process for the dues information to continue passing back and forth until we secure more funding.

We have been contacted by Representative Opsommer's office multiple times with requests for information. I will finish fulfilling those requests once I am working again. We were also contacted by DCH's Legislative Liaison with multiple questions. I answered all of them but, again, should she require more information, she will need to wait until staff are back on payroll. Many of her questions were structural about the Home Help program so I feel confident there are State staff who can also be helpful to her.

I am able to continue to work on the possible CMS grant without pay because it would fall under the "looking for work" category and, therefore, is not in violation of UIA rules.

Please let me know if you have any questions. Enjoy the winter holidays!

Susan Steinke

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Subject: RE: Need Response or REGISTRY may CLOSE temporarily

From: Dohn Hoyle <dhoyle@arcmi.org>

Date: Fri, Feb 03, 2012 1:19 pm

To: "ssteinke@mqccc.org" <ssteinke@mqccc.org>

The 6th and 15 work for me.

Dohn

From: ssteinke@mqccc.org [mailto:ssteinke@mqccc.org]

Sent: Thursday, February 02, 2012 12:39 PM

To: Scott Heinzman; Eric Thomas; Dohn Hoyle; Marion Owen; Tammy Finn; Houwyda Fawaz-Anouti

Cc: cmcrae@mqccc.org

Subject: Need Response or REGISTRY may CLOSE temporarily

Hello All,

We have not heard back from any Board members on the new dates that have been proposed by Marion Owen. Can you let us know ASAP about the proposed dates? They are:

Monday (Feb 6) evening

Monday (Feb 13) evening

Wed. (Feb 15) evening

I know the subject line of this email sounds like hysteria but it is what will happen if we do not meet very soon. And, by very soon, I mean in the next 2 weeks.

I want to apologize to everyone for putting so much extra work on you in your volunteer role. Let me explain why. Your staff only work 20 hours a week (Cathy) and 3 hours a month (Susan). Cathy's time is completely consumed by the Registry and Susan simply does not have time. If Susan works over the 3 hours and still claims unemployment, she will be violating unemployment laws. So the short story is that we do not have the staff time to call Board members individually to find out if they can attend on certain dates. As we all try to get through this annoying time in our history, we just need extra help from you.

Thank you for your understanding and quick response.

Susan

----- Original Message -----

Subject: Board Meeting - Reply Requested ASAP

From: <ssteinke@mqccc.org>

Date: Sat, January 28, 2012 8:58 pm

To: "Scott Heinzman" <sheinzman@twmi.rr.com>, "Eric Thomas"

<ethomas1977@yahoo.com>, "Dohn Hoyle" <dhoyle@arcmi.org>, "Marion Owen"

<owenm@tcoa.org>, "Tammy Finn" <tammy@arckent.org>, "Houwyda

Fawaz-Anouti" <BAAnouti@accesscommunity.org>

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