**M-DASH South Portland Meeting**



**Thursday, August 19, 2021, 1–3p.m.**

***Meeting Recording:***

[*https://drive.google.com/file/d/1VqdlvX\_m722LGVW1BbZGoayoeyC07iwD/view?usp=sharing*](https://drive.google.com/file/d/1VqdlvX_m722LGVW1BbZGoayoeyC07iwD/view?usp=sharing)

Attending: Jess Maurer, Effie Rorke, & Anne Schroth (MCOA); Lisa Joyce (Outreach Librarian, South Portland Public Library; Age-Friendly South Portland), Maxine Beecher (Age-Friendly South Portland), Chloe Gray-Foster (Foster Grandparent Program, Opportunity Alliance), Sandy Warren (Cumberland County, Community Development Block Grant Program), Anna Guest (Community Education Director, SMAA), Sue Henderson (City Council; Age-Friendly South Portland), Jemma Penberthy (Public Health Nursing Supervisor, Cumberland & York Counties), Barb Skelton (South Portland Code Director), James Moorhead, Aging Services Manager for Office of Aging & Disability Services), Ann Tucker (Greater Portland Health).

**Meeting Notes**

1. **Welcome & Orientation**

Today we are reviewing the activities of the two work groups:

* + 1. Falls Intervention
       1. Home Repair
       2. EMS/HIN
    2. Fall Prevention
       1. September community event
       2. Community Messaging

1. **Falls Intervention Work Group**
   1. Home Repair update
      1. The Action Planning goal is to set up a referral system so that people who have fallen because of conditions in their home can get home repair services.
      2. We’ve had several meetings with the organizations that provide (free/low-cost) home modification and repair services -- South Portland Housing Authority, Community Concepts, and Habitat for Humanity of Greater Portland -- with the goals of:
         1. Developing a streamlined referral system to refer people who need services;
         2. Developing a cross-referral system so that each organization can refer to the others, if necessary; and
         3. Reduce duplication and increase awareness of the range of home repair services available.
      3. Philip Smith, Resident Services Coordinator, South Portland Housing Authority, had a conflict with this meeting but sent this update:
         1. SPHA and Habitat for Humanity are going to do our best to team up as much as possible for things outside our scope.
         2. I have also met individually with Sandy Warren, Community Development Coordinator for Cumberland County. We just attended a larger meeting with housing directors and service providers in Cumberland County that Sandy facilitated. We discussed at length the various services available to residents from each provider. We, as a group, agreed to develop an integrated communication network by email in order to share specific case needs with the long-term goal of each provider working to team up on cases instead of residents going on searches to each provider.
         3. This was agreed to, but we have a way to go on that. Someone suggested having a uniform/universal application for everyone, but the problem is the criteria is different for each agency and those criteria are changing all the time, so a universal application would need to be constantly updated and maybe too long.
         4. In the meantime, Sandy’s office is going to work on a simple needs-based form for residents that will have no personal identifying information, but could be a brief assessment of needs. Possible that form could be posted for all providers to see, and some could post offers to meet some (if not all) the needs and be in contact with the original assessment agency.
         5. If we had something similar to a dashboard for all providers to see and use, perhaps we could coordinate better and ask residents to do less searching on their own, all in an effort to help people age in place in their own homes.
         6. In addition, Community Concept (not for Cumberland County) has hired and started a Housing Repair “Coach” who is attempting to be aware of all services for home repair offered in the county and who may assist residents who apply at his agency in an integrated fashion to find needed services. Modeled after mental health case managers who assess and advocate/refer, but with housing repairs focus instead. Its experimental at this point, but sounds very promising.
         7. In the meantime, we have agreed to put case needs out in an email and have group discussions about how we might meet the needs if we can. At least if we cannot meet the needs, residents will know who was asked. We will see how that is going.
      4. Sandy Warren: As funder through CDBG, convened meeting for regional coordination for housing programs in general, including The Opportunity Alliance (weatherization and home repair), Community Concepts; Habitat, SPHA, Alpha One
         1. Goal is similar to M-DASH:
            1. Trying to create a more uniform process by creating a flowchart for city leaders and organizations to show what resources are available, what criteria each one has, how you can use each program.
            2. Get all providers in same room so they know about each other and we can break down silos.
            3. Still figuring out HIPAA challenges to make it possible to cross refer to each other.
         2. Ideally, would like to have a streamlined waiting list: someone applies and all organizations get the information and the client is given what they need without lots of re-applications.
         3. Want to meet quarterly – like M-DASH – for ongoing collaboration.
      5. Questions/Discussion
         1. USDA Rural Development Program – Bobbi Crooker – who provided info to Hallowell M-DASH – Anne will forward contact information to Sandy.
         2. M-DASH South Portland/MCOA also working with statewide EMS to create “reportable fall” and centralized referral system for assessment and to resolve any structural challenges causing the fall.
            1. SPHA agreed to be the recipient of the referral if it need for home repair and will do the assessment. If they can’t do the work, they will refer to Habitat.
            2. Had talked about centralized assessment – could this “flowchart” work in a similar way?

Sandy: Yes – room to coordinate.

* + - 1. An agency could apply to as sub-recipient to coordinate the whole program from CDBG funding. Maybe agency like SMAA or EMT program?

1. **Prevention Work Group Update** (Sue Henderson, Maxine Beecher, Chad MacLeod)
   1. Fall Prevention Event – Sept. 24-25
      1. Friday night panel discussion (6-7:30 p.m.) – Maxine Beecher, Anna Guest, PT (Bernadette), OT, RN, Tony Grande (pedestrian safety); Karen Taylor
      2. Location: Senior room of the Community Center (working with city re: COVID safety)
      3. Saturday morning – Vendor Fair
         1. Jason Adour doing fall risk assessments
         2. Vendors will be there, as well
         3. Chad working on getting insurance for people and vendors
         4. Tony Grande will do a curated walk around surrounding neighborhoods to demonstrate pedestrian safety
         5. Trying to pair vendor fair on Saturday with walk ending at South Portland High School track. Vendors around the route will be related to ped and bike safety.
      4. City COVID protocols: If city escalated to **high** transmission rate, will have to cancel. Otherwise, just masks and social distance.
      5. Connecting people with Senior Companion Program if they want support after assessment recommendations. The Opportunity Alliance will be at vendor fair and can have referral sign-ups available.
      6. MCOA Handout: Simple Home Modifications. AFSP can put logo on it to rebrand. **Distributed at meeting and with these notes.**
   2. Communications
      1. Put save-the-date on Facebook: <https://www.facebook.com/AgeFriendlySP>
      2. Next week
         1. Press release to SP Century, Forecaster, Portland Press Herald
         2. More on Facebook
         3. Ask Venders to do the same – share on FB
      3. Falls Prevention Campaign to get news out, specifically about this event-- “Did you know” facts and messages, etc.
         1. Starting next week, to get people ready for the Sept. event and then more afterwards, but in a different way.
         2. 12-part series of social medium posts, including strength training, medication, home repair, picking up clutter around house, making network of friends, family.
         3. Lots of falls prevention information available online for Falls Prevention Week.
         4. Built on that from South Portland Data Dashboard.
         5. Provides encouraging information to different individual; Linking to different resources from there.
      4. AFSP met with communication specialist that MCOA connected us with but, with our comfort level, all volunteer committee, decided we can’t tackle something of the size she recommended.
   3. Other Communication Options & Ideas
      1. Radio – morning shows. Call in and you tell them about the event.
      2. City avenues (Josh Reny)
         1. Internet and email – most common; but older folks not always connected.
         2. We have monthly city newsletter – email blast.
         3. General notices throughout the city.
         4. If more formal, do through newspapers.
         5. In the past, for events or meetings, we have put ads in some weeklies – smaller papers that lots of people read. Not so much the Press Herald (too expensive; daily), but more success with the weeklies.
         6. Defer to AFSP to talk about their list for how to do outreach to seniors in particular.
      3. South Portland Community TV – recurring way to get news out.
         1. We have put PowerPoints to play over and over
      4. Also, Kathy Babeau, Social Services used to send to provider group (churches, rotary etc.) – if we had written material, could send there.
      5. Library, city hall, community center – can leave fliers, etc.
      6. Tax bill often includes additional info.
      7. Handouts to housing authority to distribute all around.
         1. Library provides services to some SPHA sites and can get word out there.
      8. When we first started…we posted messages around town to lead to other messages (“Help prevent falls….look on SoPo TV”).
      9. South Portland Police Dept. has electronic signs we’ve used in the past.
      10. Sandwich Boards outside organizations/offices
      11. Small clubs and groups -- Get info to those groups by sending to “ringleaders” to distribute.
      12. 1x1 contact with people is the best way to get people to go!
      13. Library can get things translated through partnership with AVESTA – send to Lisa Joyce if want promotional materials for fair (3 weeks in advance).
2. **Next Steps**
   1. Everyone should share news of the event!
   2. If your organization wants to share information at the vendor fair, contact Chad and they can include it on Age-Friendly South Portland’s table.
   3. **Next M-DASH South Portland Meeting: October 21, 12:30-2:30p.m.**