

**ARTIFACTS for Affordable Housing Project Group  
December 15, 2009, 2pm MINUTES**

Present: Kim McRae, Walter Coffey, Denise Howell, Gail Matillo, Jason Pincus, Julie Peterson, David Sprowl, David Brainin, Colleen Bloom, Steve Post, Susan Hutchinson, Carol Hudspeth (for Denise Clemonds)

Absent: Deborah Veley, Melissa Sica, Kristen Dent

Documents for the call were posted at

[http://www.culturechange.org/special\\_projects.html](http://www.culturechange.org/special_projects.html)

**Welcome and Introductions**

Walter & Kim introduced themselves and thanked everyone for participating. Walter asked if everyone was comfortable with using the term “Affordable Housing” (AH). It was agreed this was appropriate.

**Where are YOU in the Culture Change Journey?**

Each participant was asked to introduce themselves and let the group know if they are a provider (or have been a provider) in AH, AND to rate themselves on a scale of 1-10 regarding their experience, knowledge and comfort level with Culture Change (CC). (This information is captured on the project group spreadsheet).

**Background for Project**

Walter & Kim provided background on the development and focus of the CC Network of GA; that we are trying to develop the idea of CC throughout the continuum of aging services; and want to have an “instrument” for AH providers to use as they begin thinking about CC and what it means in their organizations. Walter explained Kim’s background and the significant contacts/experience she has gained over the last several years.

Walter & Kim have had several conversations with Carmen Bowman and Karen Schoeneman regarding ARTIFACTS and what we want to do. They both have been very excited and strongly encouraged us to move forward.

**What Needs to Be Considered?**

The Artifacts document, created for nursing homes, is to be used as a “jumping off point” as we work to identify what culture change looks like in AH. We have to wear our translator hats and change the words/vocabulary to fit the AH language. This needs to be a living document. The document itself is really an “instrument.” Each of the sections is a “category.” All of the numbered items are “elements.”

As we are working on this project, we will be trying to identify what the right “categories” are for AH. We will be thinking about what is missing. We will be building an AH vocabulary, so that everyone is on the same page.

In the Nursing Home world, Artifacts was developed as a tool to: help assess where they are on their journey and give them a “benchmark;” create a means to continue to measure their growth over time; compare their growth to other homes; and for those not yet on the journey, provide ideas and goals to strive for. It has a numeric weight assigned to each of the elements. For our purposes at this time we will not be using a “numeric measurement system.” We will discuss how to integrate that later.

### **How to Lay Out the Work**

#### **Part I: Working on Artifacts**

Each person chose a “category” that they most relate to. Goal was to have someone who is an experienced provider working with someone who has comfort level/experience with culture change. Each person will start working *independently* on their category. Look at all of the “elements” in your category and see which of them translate into AH. If it does, do a copy and paste and put it below your category in the section called “NEW for AFFORDABLE HOUSING.” Change the vocabulary as needed to make it applicable to AH (examples might include resident = client? Or building = community?). You will also be noting what doesn’t work (bathing isn’t applicable), and other issues that need to be added to the discussion. Make these notes in the “OTHER ISSUES for DISCUSSION” section below your category. Capture items that are unique to AH.

If possible, the goal for the “teams” is to have a discussion or email communication to compare observations and findings before our next call. Each “category” needs to compile their results and email them to Kim and Walter so we can create a master working document. If time does not permit collaboration, please email your “category” to Kim and Walter and they will compile.

#### **Category Teams**

Care Practice: Susan Hutchinson, Julie Peterson

Environmental: Denise Howell, Gail Matillo

Family & Community: David Brainin, Steve Post

Leadership: Colleen Bloom, David Sprowl, Jason Pincus

Workplace (People):

Outcomes: Colleen Bloom

#### **Part II: What is Missing**

As we are working on Part I, we will be identifying what is missing. Examples are Regulatory Constraints, Dementia, Aging in Place... How do/can we give people CHOICES in AH? Susan talked about comparing Customer Service to Culture Change. We will compile and address these in Part II. Integrating or assigning numeric “measurements?”

#### **Part III: Pilot the Evaluation Tool**

Goal is to pilot the tool amongst AH folks.

#### **Timeline Draft**

Next phone call is Tuesday, January 26<sup>th</sup> at 2 pm EST.

**NAME (Need another Name besides ARTIFACTS)**

“Instrumenting Culture Change in Affordable Housing (ICC-AH)”

Discussed Person-Centered Care/Person-Centered Services versus Culture Change

**Next Steps**

Read the background material: [http://www.culturechange.org/special\\_projects.html](http://www.culturechange.org/special_projects.html)

See article on LANGUAGE (attached) and posted to website.

Work on your “category.”

Communicate/collaborate with your category partner(s).

Do you have creative examples from AH organizations that are creating unique ideas, quality of life examples, community building experiences and positive results? Are there any studies, articles, etc. re Affordable Housing to share? Please forward to Kim and Walter and we will post on our special projects section on the website.

**PARTICIPANTS**

Walter Coffey, President, Aging Services of Georgia

[wcoffey@agingservicesga.org](mailto:wcoffey@agingservicesga.org)

Kim McRae, Coordinator, Culture Change Network of Georgia

[kimmcrae@earthlink.net](mailto:kimmcrae@earthlink.net)

**Colleen Bloom**, AAHSA, 202 508-9483

[cbloom@aahsa.org](mailto:cbloom@aahsa.org)

**David Sprowl**, ED, Lutheran Towers

727 Juniper St, Atlanta, GA 30308

[dsprowl@lutherantowers.org](mailto:dsprowl@lutherantowers.org); 404-873-6087

**Denise A. Bowell**, Executive Director of Affordable Housing, Episcopal Retirement Homes

4700 Shady Hill Lane, Kettering, Ohio 45429, 937-286-6537 cell

[dbowell@ERHINC.COM](mailto:dbowell@ERHINC.COM)

**Gail G. Matillo**

Director of Housing and Program Development, FAHSA

1812 Riggins Road, Tallahassee, FL 32308

Direct: (850) 702-0308

[GMatillo@fahsa.org](mailto:GMatillo@fahsa.org)

**Julie M. Peterson**

Director of Senior Living and Community Services ,

Aging Services of Washington, Office: 253-964-8870

[jpeterson@agingwa.org](mailto:jpeterson@agingwa.org)

**Deborah Veley**, Administrator  
Mansfield Memorial Homes, 50 Blymyer Avenue  
Mansfield, Ohio 44903  
(419) 774-5100  
[dveley@mansfieldmh.com](mailto:dveley@mansfieldmh.com)

**Melissa Sica**  
Director of Membership, KAHSa  
217 SE 8th Avenue, Topeka, KS 66603-3906  
785-233-7443 ext. 104  
[masica@kahsa.org](mailto:masica@kahsa.org)

**David Brainin**  
David J. Brainin, LLC  
5369 Towncrier Ct., Columbus, OH 43230  
Telephone: 614-475-6233  
[dbraininllc@wowway.com](mailto:dbraininllc@wowway.com)

**Kristen Dent**, Lead Services Coordinator, SeniorCare Network Inc  
Cell number 412-337-1813  
[kdent@srcare.org](mailto:kdent@srcare.org)

**Steve Post**, Administrator, Jack Satter House  
Revere, MA 02151; 781-289-4505  
[spost@hrca.harvard.edu](mailto:spost@hrca.harvard.edu)

**Susan Hutchinson** . Administrator of Affordable Housing  
Affordable Housing . 1150 Hanley Industrial Ct . St. Louis . MO . 63144  
ph 314.446.2558  
[SHutchinson@LSSLiving.org](mailto:SHutchinson@LSSLiving.org)

**Denise Clemonds**, CEO, Missouri Association of Homes for the Aging  
3412 Knipp Drive, Suite 102, Jefferson City, MO 65109  
(573) 635-6244  
[denise@moaha.org](mailto:denise@moaha.org)

**FAHSA Housing Chair**[denise@moaha.org](mailto:denise@moaha.org); [SHutchinson@LSSLiving.org](mailto:SHutchinson@LSSLiving.org);  
[spost@hrca.harvard.edu](mailto:spost@hrca.harvard.edu); [kdent@srcare.org](mailto:kdent@srcare.org); [dbraininllc@wowway.com](mailto:dbraininllc@wowway.com); [masica@kahsa.org](mailto:masica@kahsa.org);  
[dveley@mansfieldmh.com](mailto:dveley@mansfieldmh.com); [jpeterson@agingwa.org](mailto:jpeterson@agingwa.org); [GMatillo@fahsa.org](mailto:GMatillo@fahsa.org);  
[dbowell@ERHINC.COM](mailto:dbowell@ERHINC.COM); [dsprowl@lutherantowers.org](mailto:dsprowl@lutherantowers.org); [cbloom@aahsa.org](mailto:cbloom@aahsa.org);  
[dveley@mansfieldmh.com](mailto:dveley@mansfieldmh.com); [kdent@srcare.org](mailto:kdent@srcare.org); [masica@kahsa.org](mailto:masica@kahsa.org)

Deleted: ¶  
**Jason Pincus**

Deleted: ¶  
**Need to add contact information**¶  
¶

Deleted: project group spreadsheet