

In an effort to keep Persons up-to-date on the latest happenings and information affecting their lives, the Customer Services Department is issuing NEWS Bulletins. These bulletins will be distributed through e-mail so that they can be printed and circulated as necessary to interested Persons and Family Members. Person news and happenings for publication are welcome and encouraged. Send to Ted Chipps, Administrator of the Your Choice Provider Manual, at [tchipps@co.wayne.mi.us](mailto:tchipps@co.wayne.mi.us) or call at 313-833-2500.

## Persons Points of View

### Consumer Voices Heard at Person Meeting

On June 26, 2003 Customer Services Director Eunice Banks, Ph.D., went around the tables inviting each participant to talk openly and freely about issues that affected them. The majority of comments were directed at Adult Foster Care (AFC) Homes. Here is some of what Consumers said at the meeting:

“The people who run these AFC home need to treat their people (Persons) better or get out of the business.”

“Consumers who are coming to Nightline come to the drop in center looking for toothpaste. They don't have anything in the home... Says the home owner tells them we don't provide that.”

“Does the home owner have the right to go through my personal things? He threw out my radio and other stuff in the trash.”



Responses Aimed  
at AFC Homes

I had to go outside and bring it back.”

“Let's change the mental health code...nothing will get done...there is a stigma attached to AFC homes. You get constant harassment (about being in a home) ... (people ask you) you from group home, Adult Foster Care home? People need to be vocal... (to make a change).”

“I had an experience...the AFC provider (after

complaint) looked as if nothing happened...(but) he would treat you differently, treat you with an attitude.”

“They don't let you go to work...the food is bad.”

“(My home owner has)... AFC home and a funeral home...she cooks for me, washes for me...I get \$44... the food is good, no rats or mice...”

“I live in a good AFC home. The staff...we have class once a week. I am not happy living in an AFC home but I accept it because I don't have any other place to go.”

**Dr. Banks pointed out that this is not the first time Consumers have had the opportunity to speak out. “Persons began the process April 10, 2002.”**