

From: KIM YOUNG

Date: March 3, 2021 at 8:11:31 AM EST

TO: Michael Moore

MICHAEL MOORE WE NEED YOU!

Genesee county MDHHS office Has neglected Flint Residents in ways that are truly unbelievable The sole focus of management was to meet useless metrics to look good to statewide leaders

It would be common for clients to wait three or four hours to see a worker, even when they had an appointment time scheduled. State disability interviews were all scheduled on a the same day each month at 8:00 am. These interviews took at least half an hour, so if more than 8 people showed up, the last person who signed in would absolutely not be seen until after 1:00. The clients had to sit together in an area so the worker would know where to find the next in line. It takes about fifteen minutes for everyone on the bench to pull out their appointment cards to see they all had a 8:00 am appointment. It sends a pretty clear message to our DISABLED clients that MDHHS isn't there to help and that they certainly don't care about you.

Another knife in the backs of Flint residents was that the office had them convinced that they were going to have to do everything on line. Many of our older clients had zero computer experience and also totally fearful of identity theft. Official policy states that it is the clients choice to use a paper application.

Another contributing factor to poor service in flint was low employee morale. One coworker was forced to wait on a client who had just gotten out of prison for the robbing her at gunpoint in the DHS parking lot years ago. A supervisor was outright bullying a grieving coworker. Another coworker told my coworker that when she brings her gun to work, he was going to be the first person to be shot. What she said was the MDHHS equivalent of saying bomb on a plane. Zero tolerance policies posted in the lobby and employee areas were completely ignored. She was allowed back into the office and we were instructed to act like nothing happened. Days later we received emails to alert security and management if she was seen in the premises.

Their local office policies were utterly ridiculous, but the most effective by far was the complaint process. Only in Flint can you be expected to wait 8 business days before you get the complaint hotline.

Flint deserves to be heard and the District Manager needs to be held accountable. I can be seen in the audience during the Phil Donahue double header at the Whiting and have complete confidence in your gift of exposing the utterly ridiculous. This one will be easy.

Kim Young Ehl

Paid for by Kim Young Ehl, a private citizen.