

**UNWA Town Hall Meeting
Family, Health and Social Services Discussion
October 14, 2004**

Facilitator: Kimberly Howell

Discussion:

Why aren't services being utilized?

- Residents not aware of benefits.
- No awareness/publication or knowledge in particularly Flanner House & Blackburn Health Center
- Residents are not into self-care
- Services are now being transferred to other neighborhoods/locations across town
- Unconcern staff (Blackburn Health Center) – no customer service or training; quality of the service given
- Inefficient services (Blackburn Health Center pharmacy)
- Leadership within the agencies/organizations not understanding community
- No explanation of services to special need groups
- Security – afraid to leave the house
- Not educated on the subject matter
- Pride
- WE NEED TO ASK RESIDENTS WHY!

Additional services needed?

- Neighborhood business ex. Family dining
- Centralized food pantry
- Specialized healthcare services (breast cancer, rheumatoid arthritis, prostate cancer, vision, hearing), adequate pharmacy
- Basic services needed in any neighborhood – plumbers, electricians, teen lawn services, home repair, extra curriculum activities.
- Lack of character, self-esteem programs for young men & ladies.
- Meals on Wheels accessible to the neighborhood
- 24-hour emergency clinic
- A bus service/cab service for seniors in the neighborhood

Note: Blackburn Health Center did not grow when the community grew.

Flanner House is a one-stop shop (decreasing in social services and increasing in education services)

Barriers: Lack of transportation for seniors, services available for all residents (special needs, seniors, learning disability, domestic violence, teens).

Want to get back to the atmosphere of "The Village" mentality.

Visit <http://www.unwa.org/> for more information regarding the plan.

Available existing services:

Recreation – Riverside & Watkins Park
Youth development – Riverside
Dental – Blackburn Health Care
Family Planning – Blackburn Health Care
Care coordination- Blackburn Health Care
Mammograms – Blackburn Health Care
Pediatrics – Blackburn Health Care
Referral services – Blackburn Health Care
Geriatrics – Blackburn health Care
Financial counseling – Blackburn Health Care
Prenatal care – Blackburn Health Care
Food stamps – Flanner House
Daycare- Flanner House
Wellness – Riverside ex. Free aerobics

How can we make sure residents hear about the services?

- Door-to-door (target the blocks); block parties, block clubs
- Dissemination of information through neighborhood associations; neighborhood associations connected to their residents
- Church announcements (a consistent message that speaks to residents)
- Neighborhood resource(listing or neighborhood directory)
- Using Bulletin boards of neighborhood businesses or establishments
- Using marketing items (ex. Magnets)
- Community events, forums
- Targeted TV, newspaper publicity for the neighborhood
- Through the schools
- Networking with churches & become knowledgeable of what they provide
- Use our neighborhood assets (Parks or gathering places)

Population of residents that are not getting served in the neighborhood:

- Physically challenged
- Seniors
- Non-responsible parents
- The mentally-ill
- Homeless
- Residents that are referred out (a disconnect) ex. Substance abuse

Visit <http://www.unwa.org/> for more information regarding the plan.

People who have agreed to be on the Family, Health and Social Services Committee:

Facilitator: Kimberly Howell

Members:

Joyce Brown, Emma Burns, June Carpenter, Sandra Edmond, Toni Mathews, Delores Thorton, Clarence Waldon, and Phyllis Williamson

Next Meeting :

The first meeting of the Family, Health and Social Services Committee will be Monday, October 18 at 7:00 p.m. at UNWADC at 1426 West 29th Street.

Notes taken by Alicia Barnett, Indianapolis Neighborhood Resource Center

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