



# Systems Building Committee Meeting

## Minutes

### Logistics

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**Date:** January 24, 2019

**Time:** 1:00–3:00pm

**Location:** MOED- 417 E. Fayette St.

**Attendance:** Chuck Tildon, Lisa Nitsch, Windy Deese, Ericca Blake, Krysti Dickerson, Sara Muempfer, Cullin Brown, Brenda Sierra, Stephanie Amponsah, Shamekka Kuykendall, Yariela Kerr-Donovan, Angel St. Jean, Claire Simon, Janice Adamo

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### 1 — Review and Recap

- Last meeting's minutes and questions
  - Ms. St. Jean of MOED began the discussion about the committee's last meeting and thanked Ms. Brenda Sierra for explaining the nitty gritty of how the One Stops currently function. They explained how the design overview came to be and that the committee has been brainstorming about what the One Stops would look like as Access Points.
- MOED Internal team and goals
  - This brainstorming has led the internal team at MOED to merge the One Stop staff with the broader Systems Building committee to determine the best intake process. There is an outline of the committee's focus and there is a meeting next week. The main goal is to launch the Access Points by 2020. Next week's meeting will determine the benchmarks and examine who is missing from the table/process engineering.

### 2 — Plan Refresh

- One Stops as Access Point Pilot Design Outline
  - Tracking Systems
    - The committee discussed a scheduling tool to make things easier on the job seeker and address the drop-off rate between referral and actually making the appointment. The data workgroup from the Ballmer grant will be identifying a consultant to design the proposal for the integrated data system. The data warehouse will take 2-3 years to process and fully function.
  - Electronic Sign-On systems/Web-based Intake
    - MOED is planning to pilot the VOS greeter system at the East Side career center. VOS is part of MWE and they are currently testing connectivity.

### 3 — Outstanding Areas of Focus

How do we make sure people actually get to where they have to go?

- **Process Engineering**
  - The committee discussed possibly hiring a process engineer consultant for mapping out the intake process at Access Points, which will be able to help us pass people through a system that actually helps them. This will also allow us to find the right questions to ask on the online Assistance Request Form. The committee felt it would be helpful to get some examples about what other cities are doing in terms of one stop intake process. Baltimore is seemingly an outlier compared to other cities. Committee members had a few other ideas on how to go about it, but consensus said the committee would need help to refine things. Finding a process engineer would also entail creating a very specific and clear Scope of Work to show what we want it to look like at the end of the creation process.
- **Referral Partners- Making a comprehensive list of providers**
  - The committee will pivot their focus to curating relationships with referral partners and understanding how 211 fits into the process. For the next meeting, it would be ideal to have a representative from 211 participate in the systems building meetings and Access Point process
  - Committee members discussed creating a master list of service providers, training programs, etc., but concluded that it would be too much of an undertaking for any one agency and it might be better for each pool of services to commit to updating their own complementary lists. This conversation will be the focus of meetings going forward.
  - The committee discussed best practices in finding/curating reliable referral partners who provide high quality service to the people who enter their doors.

### 4 — Next Steps

Throughout the discussion re: referral partner guide, there were a few ideas that the committee bounced around and should mull over for the next meeting about building out the referral list. The group agreed that this is a tricky and inherently political undertaking that would need extensive and intentional planning. Committee members made the point that this list would have to be highly publicized as “The Go-To List”.

MOED committed to presenting a brief breakdown of what we found in our research of what other counties are doing in terms of an integrated workforce system. With new County Executives in surrounding counties, there has been an increase in conversations about regionalism and minimum wage. What would this mean for Baltimore’s workforce?

#### **Upcoming Meetings:**

BWDB

March 8, 2019 | Harbor Bank of MD 25 W. Fayette St 6<sup>th</sup> Floor