

FROM	NAME & TITLE	Tisha Edwards, Director	CITY of BALTIMORE MEMO	
	AGENCY NAME & ADDRESS	Mayor's Office of Children and Family Success		
	SUBJECT	City Council Resolution 21-0088 – Study & Report – Integrated Services Model		

DATE:

TO

The Honorable President and Members of the City Council
 City Hall, Room 400

August 31, 2021

Position: Defer to Law Office

The Mayor's Office of Children and Family Success (MOCFS) has been asked to respond to City Council Resolution 21-0088 introduced by Councilmember Ramos.

Background

The Baltimore City Community Action Partnership (BCCAP) operates five community-based CAP centers that administer the city's energy, water and rental assistance programs and collaborate across the community to connect families to the resources they need to move toward financial stability.

Before the onset of the coronavirus pandemic, BCCAP had already begun a transformation to grow its assistance programs and adopt a comprehensive approach to service delivery. That transformation included a new Board of Directors and leadership team, the automation and digitization of operations, extensive staff training, center renovations and a deepened commitment to customer service. The pandemic accelerated all of these efforts.

The BCCAP Board of Directors recently approved a new BCCAP Strategic Plan 2021, which outlines six goals. One of these goals relates directly to creating an integrated service delivery model for the services that are administered by BCCAP:

- Strengthen service delivery by expanding intensive case management and connecting families to the range of services for which they are eligible.

BCCAP's Strategic Plan also outlines four priority strategies to support this goal between September 2021 and December 2022:

- Increase the number of staff qualified to deliver case management services
- Develop an internal system to make and track referrals to other services & programs
- Implement a robust case management service model
- Expand BCCAP staff use of online software and databases to more easily connect families with additional resources and other agencies.

The Mayor's Office of Children and Family Success thanks the Public Safety and Government Operations Committee for the opportunity to respond to Council Resolution 21-0088 and stands ready to answer any questions the committee may have.

cc: Natasha Mehu
 Nina Themelis