

# ODETTE RAMOS

Councilwoman District 14



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100 N. Holliday Street, Room 506, Baltimore MD 21202

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## Testimony

### 21-0088 Study and Report – Integrated Services Model

Chair Conway and Members of the Public Safety and Government Operations Committee:

I am writing to urge your support of 21-0088 Study and Report – Integrated Services Model.

This initiative comes from several years of work in the community development field, and also recent observations during our work to assist people in tax sale. The outcome of such a study and report could lead to the process, budget and timeline to create an integrated services model. This approach means that when a family or family member receives some sort of service, they and their family members are assessed for whatever other programs they are eligible for and to the extent possible, enrolled in those services. The approach moves from merely service delivery to actually helping the entire family overcome their challenges.

This approach Baltimore could adopt can be modeled after the 2 Generation model that is currently used in the Community Action Partnerships in Allegany County, Garrett County and Montgomery County. It is also similar to that of Baltimore's Promise. To learn more about the 2 Gen Approach in Maryland, this link is a case study of Maryland's model. <https://ascend.aspeninstitute.org/resources/state-2gen-model-maryland-as-a-case-study-for-policymakers/> To learn more about Baltimore's Promise, click this link. <https://www.baltimorespromise.org/bcyol>

To give the Committee a specific example: One of my constituents is in her late 70s and cares for her granddaughter who has a developmental disability. It is clear the granddaughter is getting services from the school, her son is getting disability, but she's getting nothing. She forgot to pay her property taxes and we helped her get out of tax sale. She is eligible for the Homeowner's Property Tax Credit which could remove her property tax debt. This could have been identified if the entire family was assessed for all of the services available.

Such an approach would include all the entry points where families and individuals receive services, technology to provide information on benefits and eligibility, and more importantly data sharing amongst partners and agencies so that the family is properly tracked through the myriad of systems.

This bill requires the Mayor's Office of Children and Family Services to lead this effort facilitating, studying and writing a report that would outline the partners, budget, entry points, timeframes and details of what an approach like this would look like in Baltimore.

The Law Department wrote in their report that the City Council cannot legislate the actions of any part of the Mayor's Office. While we look to determine the appropriate agency to lead this effort, conversations have begun with MOCFS on such a report and a system. We do not anticipate passage of this legislation today, but an on-going discussion.

I am available for any questions you may have and can be reached on 410-396-4814 or [odette.ramos@baltimorecity.gov](mailto:odette.ramos@baltimorecity.gov).

Respectfully Submitted:

A handwritten signature in blue ink, appearing to read "Odette", is positioned above the typed name.

Odette Ramos  
Baltimore City Councilwoman District 14