

Restoration of City Services - Council Briefing

Wednesday, August 18, 2021

RSOC

Restoration of Services
Oversight Committee



Let's not forget the sacrifice and commitment of
Baltimore's first responders.....



Mayor Scott, CAO, SLT and RSOC would like to recognize and salute the services performed by public service, health, and other Baltimore City Agency personnel who have performed essential services, independent of personal family challenges throughout the entire pandemic (now and in the future)

Thank you for your committed and unwavering public service!

Restoration of Service Oversight Committee (RSOC)



Executive Committee

- Accountability to set goals, policy, and guidance
- Sets and guides strategic decision making, policy, and major resource allocations (i.e., what services to open, what order)
- Members: Mayor Scott, CAO, and Senior Leadership Team (SLT)

Oversight Team (ROSC)

- Accountability to manage/monitor compliance to Mayoral set goals, policies, and guidance; assesses procedural execution and manages execution gaps
- Oversees and manages support workstreams
- Sets clear expectations for planning and execution at the agency level and ensures agency coordination and partnership
- Members: DHR, DGS, OLC, BCHD, BCIT, Mayor's Office, OEM

Support Team

- Provides supplemental resources to organizations for the execution of processes to perform work to meet goals, policies, and guidance
- Members: Select resources from OEM (Safety Czar), Law, OS&H, Finance, OLC, OPI, DHR, OEM, BCIT and Communications

Individual Agencies

HR strategies and policies

Occupational safety and health

Logistics, facilities, and equipment

Communications

Restoration of City Services Guiding Principles



RSOC will follow the below principles in advising City Executive Leadership and guiding City Agencies through the process of restoring their services to city residents.

- Safety is our highest priority and includes the safety and health of our employees, their families, and the residents of Baltimore.
- Baltimore will safely and incrementally move forward with accessibility to the public but will also be prepared to step back if public health and safety requires it.
- We follow CDC, OSHA, health authorities and state guidelines in decision making.
- A return to “normal” or “the way it was before COVID 19” is not our goal in all cases and in some cases may not be possible.
- Agencies will follow Baltimore Executive leadership approved principles, timelines, and guidance with oversight from the RSOC on Agency specific customizations based on specific operating needs.

Baltimore City's COVID-19 Dashboard

Baltimore City COVID-19 Dashboard Overview

Page

Overview

GO



Brandon M. Scott
Mayor

Cases

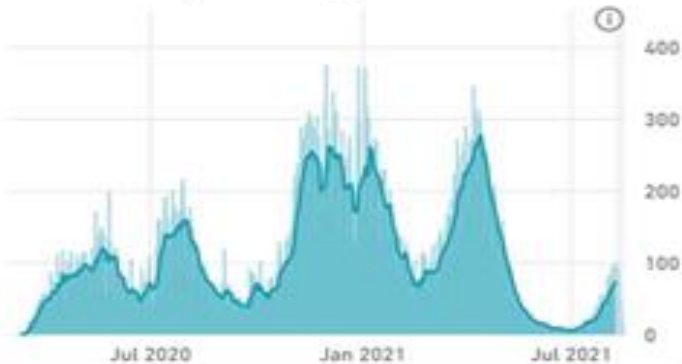
12.0 Latest 7-Day Average, Daily New Cases per 100K People

72.3 Latest 7-Day Average, Daily New Case Count

+517% Percent Change From 4 Weeks Earlier

54,829 Cumulative Total Cases

Number of Cases by Test Date



Data source for confirmed cases and deaths: Maryland Department of Health, Updated: 08/17/21, Latest 7-day averages: 08/09/21

Deaths

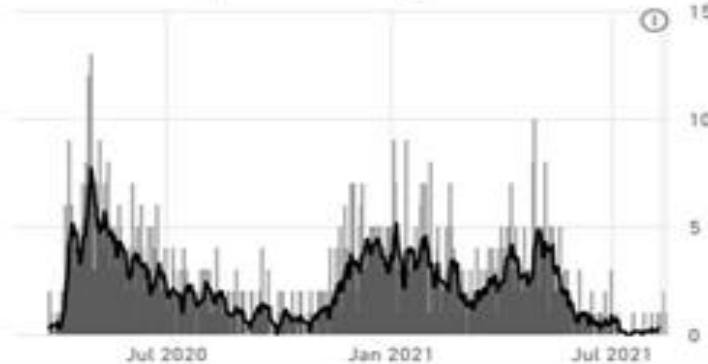
0.0 Latest 7-Day Average, Daily New Deaths per 100K People

0.3 Latest 7-Day Average, Daily New Death Count

+100% Percent Change From 4 Weeks Earlier
Note: Small changes in counts can cause large % changes.

1,132 Cumulative Total Deaths

Number of Deaths by Date of Death



Positivity

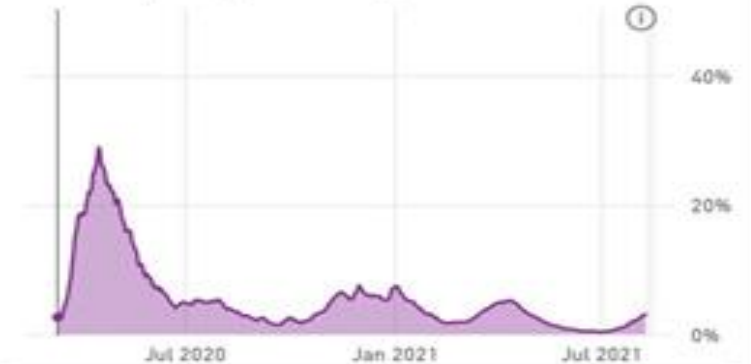
Test positivity is calculated by dividing the number of positive tests by the number of total tests for a given time period. It is not expressed per capita.

3.1% Latest 7-Day Average, Test Positivity

+394% Percent Change From 4 Weeks Earlier

66,430 Cumulative Total Number of Positive Test Results

Test Positivity (%) by Test Date



Data source for testing: National Electronic Disease Surveillance System, Updated: 08/17/21, Latest 7-day averages: 08/09/21

Baltimore City's COVID-19 Pandemic Preparedness and Response Current State Context



- Number of vaccinations for Baltimore City (as of 8/16) –
 - 323,209 residents of all ages have received a first/single dose of the COVID-19 vaccine (54.5% of the entire population)
 - 286,810 residents of all ages are fully vaccinated (48.3%)
- Number of vaccinations for Maryland (as of 8/16)
 - 3,728,070 first dose administered (61.6% of the entire population)
 - 3,360,487 second dose administered (55.6% of the entire population)
- 31 townhalls have been conducted by BCHD's CMO for City residents and City employees
- 5 Fall Employee Mobile Vac Clinics (ten dates)
- **735 BCHD and BCHD involved clinics (as of 8/8)**
- **408 homebound residents vaccinated (as of 8/16)**

Re-opening Public Access to Front-facing Services: Current State Context



Current Baltimore City Policy

- As of August 9, 2021, Mayor Brandon Scott and Baltimore City has instituted a masking policy for all indoor activities

Current Baltimore City Government Guidance

- Face Coverings – Continue
- Vaccination incentive – under review by Senior Leadership Team (SLT)
- Social Distancing - Continue
- City building ingress/egress – Continue with using Eموcha App
- Opening front facing services to the public – in progress

Important Reminders



Baltimore City COVID-19 policies and guidance will change as Mayor Scott, CAO, and the SLT evaluates and sets policy based on new data from BCHD, CDC, and other official COVID-19 data sources.

As resident-facing services are restored and at this time, residents are strongly encouraged to continue accessing City services online, unless in person assistance is needed

Directions that Move Baltimore Forward as the City Balances Pandemic, Social, and Economic Trends



Baltimore City has been open during the pandemic with most City services being performed on-line or with modified schedules and practices

Moving Forward:

- Baltimore will begin restoring in-person access to prioritized front facing services by August 15, 2021
- Baltimore employees who can effectively telework today and are not needed for front facing services to open publicly, will be allowed to continue do so
- Baltimore will strongly encourage all employees to be vaccinated. To protect our unvaccinated employees in an equitable manner we will continue to require masking indoors for all.
- Baltimore plans to incentivize vaccinations and track progress of City employees who are vaccinated, voluntarily submitted.

Restoration of Services Phased Approach



The RSOC will continue set and revise target dates for front-facing service restoration under the guidance and direction of Major Scott, CAO, SLT, and BCHD

- Decisions will be based on best available, BCHD, CDC, OSHA, State of MD stats and information at the time
- Consultation and partnership with Agency Heads and their leadership teams is ongoing

On Target for Aug 15

- Phase I – Restoration of in-person access for priority resident facing services – Early Re-entry Phase (Aug 16, 2021)

Initial Planning Stages

- Phase II – Restoration of in-person access for remaining resident facing/other resident support services – Expanded Re-entry Phase (Oct 24, 2021)
- Phase III – Restoration of in-person access for all Baltimore City services to 100% (Jan 1, 2022)

Opening Parameters

- Continue, as throughout the pandemic, critical employees needed to be onsite to perform essential services (i.e. public safety, public works);
- Begin gradual employee return to work to provide resident facing/other services, improve business/operational performance, and strengthen economic prosperity for Baltimore City;
- Employees who can perform their duties effectively remotely, will be allowed to do so with agency approval; Employee telework, and onsite work schedules are set at agency level

Baltimore will safely and incrementally move forward with accessibility to the public but will also be prepared to step back if public health and safety requires it.

Baltimore's Process for Reopening Readiness



- Mayor Scott, CAO, and SLT provides goals, strategy, & guidance on services to reopen
- Agencies and Offices complete RSOC Reopening Safety Checklist
 - The Restart Checklist methodology is a proprietary version of the CDC's Resuming Business Toolkit, customized to the City's needs
 - Reminder, the RSOC have been evaluating Agency ad-hoc service reopening request throughout the pandemic; approving and disapproving request as appropriate
- Completed checklist reviewed by RSOC
- Remedial actions taken by support teams to resolve outstanding checklist gap items
- Approval given by RSOC to reopen on agreed upon date
- Communications team activated for updates to all communication channels

Communications team will provide the following services to ensure employees, residents, and other stakeholders are fully aware of Baltimore City COVID-19 response directions and actions

- Support Mayor Brandon Scott's Press needs and announcements
- Deliver timely messaging to Baltimore employee, residents, and stakeholders via:
 - Internet
 - Intranet
 - Social and print media platforms
 - Media interviews
 - Service scorecards and trackers

Precautions (How are we keeping employees and residents safe and informed)



- Baltimore City is encouraging residents to continue to use online services where possible and to seek in-person service when other options are exhausted.
- Masking is required for all indoor activities, social distancing guidelines still apply
- Line/queue management services will be present for select high-volume services (i.e., permits/payments)
- Masks, hand-sanitizer, and contact tracing capabilities will be available
- Additional safety materials to be supplied where needed i.e., plexiglass, and other spacing protocols for the benefit of employees and residents
- Actions to help employee's hesitancy and safety concerns
 - Frequent communication by leadership leveraging the RSOC resource guide
 - Ongoing BCHD employee townhall meetings, vaccination drives & messaging
 - 311 COVID-19 Workplace Safety Line,
 - Vaccination Ambassadors (TEAMUP (30))
- Dissemination of Information
 - Socialize the Resource Guide widely - emailed directly to supervisors
 - Internet/intranet sites and other media updated regularly for public consumption

In Process

- ✓ Reviewed current state and next steps reopening to Agency Heads
- ✓ Distributed Resource guide to Leadership and Supervision
- ✓ Communications to employees' regarding restoration efforts, schedule, process, and safety guidance
 - Communication's group will begin stakeholder communications process of service and plan announcements
 - Initiation of vaccination awareness and incentive program evaluation

In Planning / Next

- Ongoing monitoring and assisting public-facing service reopening needs
- Phase II & III Service Restoration planning and communication
- Reimagining Workplace Pilot will set future guidance on the City's NextGen workforce with respect to telework, common workspaces, flexible workspaces, facilities and real estate savings, and technology needs

Services Restored For In-person Access

- Due to the changing nature of the pandemic, the information that follows is subject to change.
- Data as of 8/15/2021

Services Restored For In-person Access: [Baltimore City Employees' Retirement System \(BCERS\)](#)



In-person Services Restored:

- BCERS operations continue as normal without disruption to service, with the exception of walk-in visits. If you would like to meet with a rep, please call to schedule an appointment

Services Restored For In-person Access: [Baltimore City Fire Department \(BCFD\)](#)



In-person Services Restored:

- BCFD has resumed in-person EMS ride-alongs for higher learning institutions, as needed for student licensure, in very small groups.
- EMS community education trainings.
- Hands-only CPR training.

Service Suspensions:

- Recreation center visits.

Services Restored For In-person Access: Baltimore City Health Department (BCHD)



In-person Services Restored:

Division of Population Health and Disease Prevention

- HIV Prevention - linkage to HIV and Hep C care.
- HIV Prevention - partner services.

Division of Youth Wellness and Community Health

- Childhood immunization.

Service Modifications:

Division of Aging and CARE Services

- Adult Evaluation and Review Service (AERS). This program conducts comprehensive evaluations that identify the psychosocial and medical needs of older adults and adults with disabilities. For more information, call **(410) 396-6006**.
- Community Personal Assistance Service (CPAS). More information available by calling Baltimore's Maryland Access Point site: **(410) 396-2273**.
- Health promotions.
- Medicaid waiver supports planning.
- Retired senior volunteer program.
- Senior Assisted Living Group Home Subsidy.
- Senior care. This program provides case management and helps with everyday activities such as bathing, dressing, laundry, medication supplies to older adults and persons with disabilities. For more information, call **(410) 396-1605**.
- Senior companions. People who qualify for this program will be visited in their own homes by another older adult for regularly scheduled visits. For more information, call **(410) 396-9405**.

Services Restored For In-person Access: [Baltimore City Health Department \(BCHD\)](#)



Service Modifications Continued:

Division of Population Health and Disease Prevention

- Overdose Response Program/Naloxone Trainings.
- Clinical Services (Sexual Health and Wellness Clinics: STI, HIV, Hep C screening and treatment, PrEP and TB treatment, Dental Services, Mobile STI/HIV/PrEP/Hep C/Buprenorphine services).
- Ryan White and CRRS Syringe Exchange Services.

Division of Youth Wellness and Community Health

- Environmental Inspection Services Inspections (Plan Review, Ecology & Institutional Services & Food Control.
- Environmental Inspection Services Permit Issuing Walk-up Lobby.
- Lead poisoning prevention Environmental Inspections.
- Lead Poisoning Prevention Home Visiting Services.
- Virtual Supermarket is now an online delivery service for 9 senior sites.

Services Restored For In-person Access: [Baltimore City Health Department \(BCHD\)](#)



Service Suspensions:

Division of Aging and CARE Services

- Congregate meals.
- Senior centers.

Division of Population Health and Disease Prevention

- HIV Prevention Outreach Testing Services.
- Office of Public Health Preparedness and Response Emergency Preparedness Outreach.

Division of Youth Wellness and Community Health

- Blood Lead testing for clients.

Services Restored For In-person Access: Baltimore City Recreation and Parks (BCRP)



In-person Services Restored:

- Many BCRP buildings have been accessible since restoring services in April 2021.
- [Rec Centers](#). Youth, therapeutic and general services/programming are restored.
- [Indoor and outdoor aquatic centers](#). Pool season ends after Labor Day.
- Special facilities: Upton Boxing, Shake & Bake, Myers Pavilion, Middle Branch Boating and Resource Center, Carrie Murray Nature Center, Cylburn Arboretum, and H.P. Rawlings Conservatory.
- BCRP's Administrative Office located at 3001 East Drive is now open to the public.

Service Modifications:

- The Permits Office is currently closed to the public. For information about obtaining a special events permit: bcrp.baltimorecity.gov/permitshome

Service Suspensions:

- Senior programming. (*Expected Restoration: Early September 2021*)
- Park ambassadors.

Services Restored For In-person Access: [Baltimore Convention Center](#)



In-person Services Restored:

- In-person events at the Convention Center, including meetings, conventions, trade shows, banquets, and public events. All Baltimore City COVID-19 regulations apply. Read the City's latest Health Order, updated August 10, 2021: [baltimorecity.gov/file/76675](https://www.baltimorecity.gov/file/76675)

Services Restored For In-person Access: [Baltimore Office of Promotion and the Arts \(BOPA\)](#)



Service Suspensions:

- The Bromo Seltzer Arts Tower is currently closed. In consideration of the COVID-19 pandemic, BOPA's public attractions and galleries are closed until further notice.

Services Restored For In-person Access: [Baltimore Police Department \(BPD\)](#)



In-person Services Restored:

- District buildings are open to the public. (*Effective: 8/16/2021*)

Service Modifications:

- District community meetings are currently being held virtually.

Services Restored For In-person Access: [Department of Finance \(DOF\)](#)



In-person Services Restored:

- Online services are strongly encouraged. Link: cityservices.baltimorecity.gov/paysys/

For people in need of additional assistance:

- **Billing:** Customers can come to Billing to obtain copies of bills. Maximum three transactions per customer.
- **Cashiers:** Customers can come to the cashier's window to pay bills. Drop Box is available for customers paying by check or money order.
- **Parking Fines:** Customers can come to Parking Fines to request trials, obtain copies of vehicular citations, pay vehicular citations, receive refunds, and obtain an understanding of what they owe to renew their registration. Drop Box is available for customers paying by check or money order.
- **Tax Sale:** Customers can call **(410) 396-4500** for assistance. On a limited basis, residents can make an appointment to meet with a member of the staff in-person.

Services Restored For In-person Access:

[Department of Finance \(DOF\)](#)



Service Modifications:

- Liens: Can be ordered online or via a request accompanied by a check or money order left in the Drop Box. The requestor can include their FEDEX number to expedite lien sheets.
- Misc. Taxes & Business Licensing: Customers can go online for licensing to obtain and renew licenses and to pay miscellaneous taxes. Drop Box is available for paper transactions.
- Property transfers: Customers can go online to pay yield, transfer and recordation tax and other bills to transfer properties. Drop Box is available for paper transactions.
- Refunds & Adjustments: Customers must go online for refunds and adjustments for refunds and help understanding and researching various bills and adjustments. Customers can call **(410) 396-3971**.

Services Restored For In-person Access:

[Department of Housing and Community Development \(DHCD\)](#)



In-person Services Restored:

Effective: 8/16/2021

- Permit Office - One Stop Shop.
- Office of Homeownership.
- Relocation assistance.

Field Services Restored:

- Energy audits.
- Home visits.
- Indoor building screens.
- Lead hazard reduction program.
- Property inspections.
- Rehabilitation services.
- Relocation for property acquisition.
- Risk assessments.
- Weatherization.

Services Restored For In-person Access: [Department of Legislative Reference \(DLR\)](#)



Service Suspensions:

- The Legislative Reference Library is closed to the public until further notice.

Services Restored For In-person Access:

[Department of Public Works \(DPW\)](#)



In-person Services Restored:

- Water bill-related payments, inquiries, and adjustments.

Field Services Restored:

- Meter Flow test.

Service Suspensions:

- Bulk trash collection.
- Mechanical street sweeping.

Services Restored For In-person Access: [Department of Transportation \(DOT\)](#)



In-person Services Restored:

- DOT has been conducting in-person community meetings.
- Right-of-way permitting.
- The following transportation services have maintained operations:
- Charm City Circulator.
- Dockless vehicles.
- Harbor Connector.

Field Services Restored:

The following services have already been restored:

- Abandoned vehicles.
- Conduit contractors.
- Federal contract work.
- Maintenance operations.
- Metered parking enforcement.
- Residential permit parking enforcement.
- Sidewalk paving work.

Services Restored For In-person Access: [Department of Transportation \(DOT\)](#)



Field Services Restored Continued:

The following services will be restored as of 8/16/2021:

- 48-Hour parking enforcement.
- Peak-hour parking enforcement.
- Scofflaw enforcement.
- Towing services to the City's impound facility at Fallsway.
- Traffic calming studies.
- Traffic investigations.

Service Modifications:

- Towing services to the City's impound facility at Pulaski Highway are available by appointment only.
- Towing to Fallsway is by appointment only.

Service Suspensions:

- Street sweeping enforcement will be suspended until DPW resumes street sweeping services.

Services Restored For In-person Access: [Enoch Pratt Free Library](#)



In-person Services Restored:

- All Pratt locations are open at 50% capacity with COVID-19 safety procedures in place. Learn more: prattlibrary.org/about-us/covid-19-updates/pratt-library-reopening
- The Pratt is currently offering access to books and collection, research assistance, internet and computer access, job assistance, and hybrid and virtual programs for children, teens and adults.

Services Restored For In-person Access: [Environmental Control Board \(ECB\)](#)



In-person Services Restored:

- Since November 2020, the ECB has been conducting hearings virtually.

Service Suspensions:

- In-person requests for information. (*Expected Restoration: 10/24/2021*)

Services Restored For In-person Access: [Fire and Police Employees' Retirement System](#)



Service Modifications:

- In-person appointments and walk-in visits for the Fire and Police Employees' Retirement System (F&P) have been suspended. All appointments will be handled via videoconference, telephone, and email.
- If you have any questions or would like to schedule a virtual appointment, please email us at **ContactBCFP@bcfpers.org** or call F&P Member Services at **410-497-7929, Option 1.**

Services Restored For In-person Access:

[Law Department](#)



In-person Services Restored:

Effective 8/16/2021:

- Receipt and distribution of legal documents and pleadings received by mail.
- Legal process, including summons and subpoenas, to be served by hand.
- MBE/WBE certification applications.

Field Services Restored:

- On-site investigations related to claims and MBE/WBE certified businesses.

Services Restored For In-person Access:

[Live Baltimore](#)



Service Modifications:

Live Baltimore is offering all services by phone, email, and Zoom. No in-person appointments are available at this time.

- Relocation and home-buying assistance.
- School navigation assistance.

Services Restored For In-person Access: [Liquor License Board](#)



Service Modifications:

- Hearings and licensing procedures are currently being conducted online. Information on the BLLC's Virtual Public Hearings: lb.baltimorecity.gov/hearings-schedule

Services Restored For In-person Access: [Mayor's Office of Children and Family Success \(MOCFS\)](#)



In-person Services Restored:

- All HeadStart programs will open for in-person classes on September 7.

Service Modifications:

- CAP Centers are currently closed to the public but continue to offer assistance through the Call Center at **(410) 396-5555**. Utility and rent assistance applications can be dropped off at a CAP Center Drop Box, mailed in, or completed online at bmorechildren.com/residents.

Services Restored For In-person Access: [Mayor's Office of Employment Development \(MOED\)](#)



Service Modifications:

- Workforce centers across the City are accessible by appointment only. To request assistance or an appointment at a workforce center nearest you, please visit: [MOED: Job Seeker Services \(arcgis.com\)](#)
 - Eastside One-Stop Career – Center 3001 East Madison St., **(410) 396-9030**
 - Northwest One-Stop Career Center – 2401 Liberty Heights Ave., **(410) 396-7873**
 - South Baltimore Employment Connection Center - 1410 Bush St., **(410) 396-1052**
- Youth Opportunity Centers are accessible by appointment only. Call **(410) 545-6953** or email **kowings@oedworks.com**.

Services Restored For In-person Access: [Mayor's Office of Homeless Services \(MOHS\)](#)



Service Modifications:

- If you are unsheltered and would like to schedule an off-site visit from the Outreach Team, please call **(410) 545-1862**.

Service Suspensions:

- At this time, the MOHS office at 7 E. Redwood Street is closed to the public.
- Outreach intake and needs assessment by appointment or walk-in are currently suspended. (*Expected Restoration: 10/1/2021*)

Services Restored For In-person Access:

[Mayor's Office of Minority and Woman-Owned Business Development \(MWOBD\)](#)



Service Modifications:

- Outreach events, business training and resource classes, business meetings, and coaching settings are currently being conducted online. View the calendar of upcoming events: BaltimoreSourceLink.com

Services Restored For In-person Access: [Office of Equity and Civil Rights \(OECR\)](#)



Field Services Restored:

- Investigators have resumed site visits to conduct in-person interviews.

Service Modifications:

- Complaints regarding alleged civil rights violations may be made online or over the phone. Call **(410) 396-3141**.

Service Suspensions:

- In-person complaints regarding an array of alleged civil rights violations are currently suspended. (*Expected Restoration: 9/1/2021*)
- Public outreach and education regarding civil rights violations are temporarily paused. (*Expected Restoration: 9/1/2021*)

Services Restored For In-person Access: [Parking Authority of Baltimore City \(PABC\)](#)



In-person Services Restored:

- Residential permit parking services are available in-person Monday-Friday from 8:30-4:30 p.m. Please wait for your month to renew. Online services are strongly encouraged. More information: parking.baltimorecity.gov/residential-parking

Services Restored For In-person Access:

[Visit Baltimore](#)



Service Suspensions:

- The Baltimore Visitor Center is currently closed to the public.

Services Restored For In-person Access: [City Hall Open Meetings](#)



- Mayor's Office, Comptroller, and City Council along with other agencies who conduct public meeting in City Hall and other select locations are working with BCIT and DOP to develop new, hybrid meeting capabilities that will incorporate in-person and internet interactive access.
 - This effort expected to take several months to complete; currently planning/scoping phase
 - In the interim, Comptroller and City Council will determine a date when in person meetings will begin