

## **DRAFT**

Two-Generation Family Economic Security Commission and Pilot Program Meeting Minutes 10/3/2017  
2:00pm-3:30 pm  
St. Edward's Head Start, 2848 W Lafayette Ave, Baltimore, MD 21216

### **I. Opening**

#### **A. Secretary Lourdes R. Padilla (Department of Human Services)**

1. Good morning, Thank you for joining us today for the Two-Generation meeting here at the St. Edward's Head Start and Thank you to Catholic Charities for hosting us as well as understanding and helping us focus on hearing from the families we serve.
2. While I am committed to continuing to follow the customer service model within my own agency I am delighted to see that this commission is organically following the same approach.
3. As I have been touring the state of Maryland hearing from our service providers and people we serve as we develop a shared human services platform known as MD THINK I truly think that to develop the best and simplest system we must hear and truly address our constituent's needs.
4. As we do this the time is right to examine our policies and programs for efficiency prior to modernizing our systems.
5. Through our work with this commission to tackle two generational poverty it is important that we all work together as one support network for our families.

#### **B. Bill McCarthy (Executive Director of Catholic Charities)**

1. I grew up four miles from here. Decades of profound poverty in the 21216 zip code have left individuals and families in despair and without a clear path. The out of work rate is about 50% poverty rate is 35% the school absenteeism rate is at about 50% and the life expectancy is at about 70 years of age.
2. Prior to the unrest here in Sandtown Catholic Charities provided behavioral health services at 20 schools in Baltimore and at 19 locations providing employment, and case management services. We were providing services to 5,000 people in just this neighborhood.
3. After the unrest my colleges and I took the time to reflect. On what was working and what was not. We found that we needed to focus on four core things, sustenance, violence reduction, workforce development, and services for young children and families.
4. We drastically expanded our food pantry services. Prior to the unrest in this neighborhood only St. Gregory's operated as a pantry and served 60 families 2 days a week. Currently we serve around 250 families a week. Of those about 150 are engaged in use of other services such as casework and employment services.
5. We recognized that while we operate our daily bread which is the largest workforce development center in the city. It is in the downtown which is not easy to get to if you don't have employment. We recognized we needed to take those services into the community as we have done here at St. Edwards. We were saying come to us not that we are a part of your community which is what we realized we needed to be.
6. At this program here we offer automotive tech because we needed to find jobs that you can actually find work with in this community. So far we have had 75 people complete the program and the average starting wage is \$15hr plus production bonuses. People that completed in the first run of the program are now averaging \$21hr plus production bonuses.
7. In 2016 we expanded our head start program from 9 sites and 267 children and families to 15 sites serving 750 children and families. In this neighborhood we went from 1 site to 3 sites serving 215 children.
8. The idea of co-locating these programs is critical because those that come in for head start services can come upstairs and be helped to find work. In just this year alone 220 of our head start parents have found work.
9. At the beginning of the year the unemployment rate of head start parents was at about 50% and now it is down to 27% because we can engage them when they walk in that door.
10. I really want to thank the commission for its focus on the generational approach. It is clearly what we see is needed and what we are moving toward.
11. I have three simple request of the commission, really look at the strategies and policies that encourage the family to work together toward economic self sufficiency, encourage and incentivize service providers to partner with one another, and lastly to invest in IT infrastructure and communication to break down these silos between service providers.

### **II. Panel Presentation**

#### A. Nicholette Smith-Bligen

1. Over the last two meetings there has been a lot of robust conversation about Two-Gen so it is apt that we are here in the community and be hearing from them today.
2. A three person panel of catholic charities program participants was introduced to the commission.
3. I was able to meet everyone on this panel a little while ago and was so inspired by their stories. So I know you too will be motivated to talk about Two-Gen after hearing from them.

#### B. Panelist 1

1. Discussed that both she and her son have disabilities and that when seeking treatment she was unable to receive or find a treatment option that could accommodate her not having child care.
2. Highlighted the lack of childcare and difficulty of searching for a job or attending employment events and programs that do not offer child care.

#### C. Panelist 2

1. Discussed that her son also has an education related disability but that the City school system said that for them to help them she would need to come to them at a facility she could not get to. But now she has been able to work with catholic charities that are in her community and he has seen drastic improvement.
2. Having this ability in her community meant that both he could get what he needed and she got what she needed which was employment help. Something she was not going to get from the city. The city had one place for her to take her son and another for herself and no way to utilize both at the same time. So she was focused on her son when she needed to also be able to focus on herself so she could improve the possibilities for her son.

#### D. Panelist 3

1. Discussed his difficulty finding employment as someone who had been incarcerated.
2. Explained that he holds a bachelors and masters and spent 20 years in the finance sector until the recession when he was laid off.
3. Now that he is working with case managers and applying everywhere but no one is willing to hire him.
4. The door is simply not open for people to renter society.

### III. PowerPoint Presentation - Nicholette Smith-Bligen

1. Review of homework
2. Nurse family partnership program, Who is at the table what do the possibilities for a pilot look like?
3. Kids Count 20% of children face two or more adverse childhood experiences.
4. Social capitol what opportunities do we have and how do we involve our partners.
5. What models work across the country and what could we replicate here.
6. The benefits cliff what types of support are required to reduce the need for families to return for assistance. One in every two families return for assistance within five years.
7. Low touch strategies. What type of strategies have an immediate impact.
8. The New hope project. Has received high marks is that something we can replicate in Maryland?
9. Data is part of everything. What does data show us.
10. Transportation is a big one no matter if you are in a urban or rural area and can be a barrier. How do we deal with this in Maryland. In Maryland we have the vehicles for change program. Are there other models?
11. Non custodial parent involvement. Child support payments add about 20% to a family's income.
12. Carrier pathways looking at the data families with children and the numbers are powerful. The gap between families with parents a with a degree vs. those who do not.
13. We referenced about 3 programs in the homework so please take a moment to read that and review it.

### III. Comments and Questions – Facilitated by Nicholette Smith-Bligen

1. Dr. Branch – In the experience I have had we need to recognize that nothing is a one size fits all program. We may develop a program that works for person A but will not ever work for person B. I have a young parent support center in Montgomery County and we are trying to get them their GED's and getting to know them and see the program it is a wonderful program but I can honestly say when I talk to certain people in the program it is not the program for them. We are finding ourselves two years later with that same young person who is no closer to their GED. But there are jobs out there that they are capable of. We need to recognize that this person may simply not be capable of obtaining that GED so we need to get them the skills training to get them employment they are capable of.
2. Gloria Brown-Burnett – To do that at what point we need to get the community colleges involved for training for jobs.
3. Angela Martin – The truth is if we are looking at the family level we cannot really do it for each individual family.
4. Alison Buckley – We really require a point of service that the person trusts
5. Delegate Valentino Smith - Can you provide the backup data and supporting data on the Milwaukee New Hope program. It is great that they need to devote 30 hours to such a significant program but we need to really see the financial component on this.
6. Senator Salling – It is the Assessment piece that is so important. If you don't know how you can help them you aren't doing any good. Finding other ways especially for transportation we need to have the MTA at the table. In Baltimore County we have the Bus Rapid Transit and they have set a good standard in Dundalk and other areas of the county. There really is so much out there that we could be tapping into but there needs to be accountability in helping move things along. Accountability is what makes the difference.
7. Stuart Campbell – The no wrong door approach is as important as we heard from the panel. Going multiple places only to be turned away and told to go somewhere else. Is such an important piece of two gen.
8. Brandon Butler Esq. – We at DLLR have programs we know of or administer but the reality is two gen can be seen as either a program or an initiative. If we are just creating another program just to have another program then we have failed. For example the panelist mentioned the Mondawmin mall Job center we are trying to change it so that when you go in and realize that you don't qualify here it is not just sending the person to the DSS where they need to go back out of the door then travel there only to find out they now need to fill out an entirely new form when they get there. We need that warm handoff to be the focus which is what they are doing in Garrett County.
9. Dr. Branch – We need to change the mentality of “we can get you into this program” we need to be asking ourselves where is this going. What is the end goal with this person.
10. Sen. Ekhard – It seems clear we have hit on that its not a program we need it's a philosophy. So we could go down the entire alphabet soup of all our agencies and programs but how do we inventory these. Our pilot should be an inventory. We need to assess what works well in the industry. We can keep creating pilots we do them and then still don't see the change we need. It's a different way of thinking we need we need to be thinking with the community engagement.
11. Angela Martin – It important also to know since we are talking about community action it is not just an assessment of what the state deems important its what the family deems important to them.
12. Shirley Crawford – I used to work for catholic charities and we used to say call 2-1-1 because if you had the 1-800 number for all of the services out there you would be able to cover your entire refrigerator. We have to focus on the expectation of the family. If the program is only concerned with getting the person off the program then you are doing a disservice. Truth is you can only get certain things with WIC and you don't need 7 gallons of milk for one kid. Families are not cookie cutter. Catholic charities head start was amazing for me because of the clear expectation that if you bring it to them then you are going to be able to walk away able to do so much more.
13. Senator Salling – On training its a lot about location of where they are and what type of training they will need. When I saw Bethlehem Steel close down they gave the workers so much training but it did them no good because it was not the training they needed. The jobs they trained them for were not available in their area.
14. Delegate Valentino-Smith – I have been around long enough to see pilot programs that work. But there is no way for there to be a place where jurisdictions can share that it works well here. There needs to be a place for jurisdictions and providers to talk and coordinate. The New Hope Program says you need to

work 30 hours a week. But then another program says you also need to have 85% attendance to stay in the program. If those two programs aren't talking then how can you do both. You can't, we need to facilitate the communication.

15. Gloria Brown-Burnett - We have mentioned how we have various programs but the issue is how do we bring them together when the family needs a combination of those and the only person sitting across the desk from them has only five to offer but there may be more statewide. Also speaking to that point an issue is some of the requirements are federal for these programs so it's not our choice. The good news is that the federal government is also moving in this direction with program requirements but because it is the federal government it will be 10 years behind.
16. Alexandria Warrick Adams – The other issue is that among the private partners we have the sense that when we see money available they are competing for it. If they see it they need to get to it first.
17. Stuart Campbell – It is really our job as a state to change that philosophy.

**IV. Conclusion - Lt. Governor Boyd K. Rutherford**

1. Asked the panel for their comments. The panel expressed that the only thing missed in the discussion was that sometimes you need to go back to previous programs that worked because they have their run of funding and then just die off when the money goes away. A panelist described that the best program she was in was funded through Morgan State but when the grant ran out the program just ended.
2. The panel was asked what the best touch point for this to be would be. The panel responded in unanimous agreement that the best place is the local social services office “because that is where we are.” “ It is the first place people try and go when they need that type of help”
3. Lt. Governor thanked Catholic Charities for hosting, the panel for sharing their story.
4. Review and Approval of Meeting Minutes from 8/18/2017 No changes made draft accepted.
5. Meeting concluded.