

Stephanie Rawlings-Blake
Mayor



Room 250
City Hall
Baltimore, MD 21202

December 16, 2015

TO: The Honorable Stephanie Rawlings-Blake, Mayor
Kaliopé Parthemos, Chief of Staff
Dawn Kirstaetter, Deputy Mayor
Sameer Sidh, Director of CitiStat

FROM: CitiStat Team

SUBJECT: Human Services Stat Meeting Summary Briefing



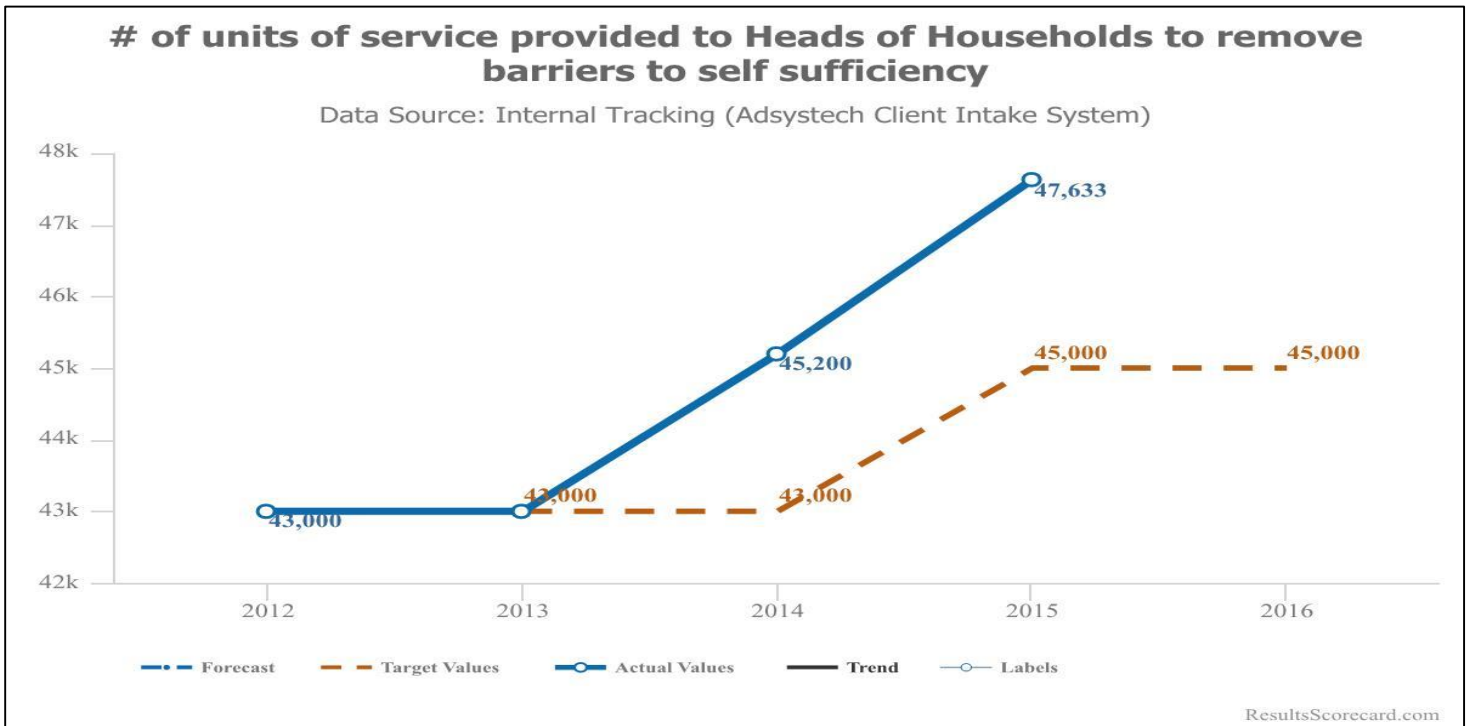
Making Progress

- **Head Start.** Baltimore City Head Start is a federally funded pre-school and family development program providing quality, comprehensive early intervention services for families since 1965. Children are enrolled based on a selection system that ranks families by need.
- Of the 15 classrooms that have been closed since September, 12 have been re-opened. Dukeland, St. William of York, and Eutaw Marshburn are now all open. Dunbar is aiming to be opened in the coming weeks. The classrooms are located at Dunbar, Dukeland, Eutaw Marshburn, and St. William of York. All classrooms are expected to be opened by January 1st. Below is the update on progress at each location.



| Site | Notice of Intent file with OCC | Response from OCC to proceed | BCFD Response |
|--|--------------------------------|------------------------------|---|
| Dukeland – 2803 N. Dukeland Street | 7/21/15 | 7/28/15 | Opened on 1/2/16 |
| St. William of York – 600 Cooks Lane | 8/31/15 | 9/10/15 | Opened on 11/23/15 |
| Eutaw Marshburn – 1200 Pennsylvania Ave. | 8/31/15 | 9/14/15 | Opened on 12/14/15 |
| Dunbar – 621 N. Eden Street | Will submit on 9/17/15 | . | Renovations nearing completion, to be opened by the end of February |

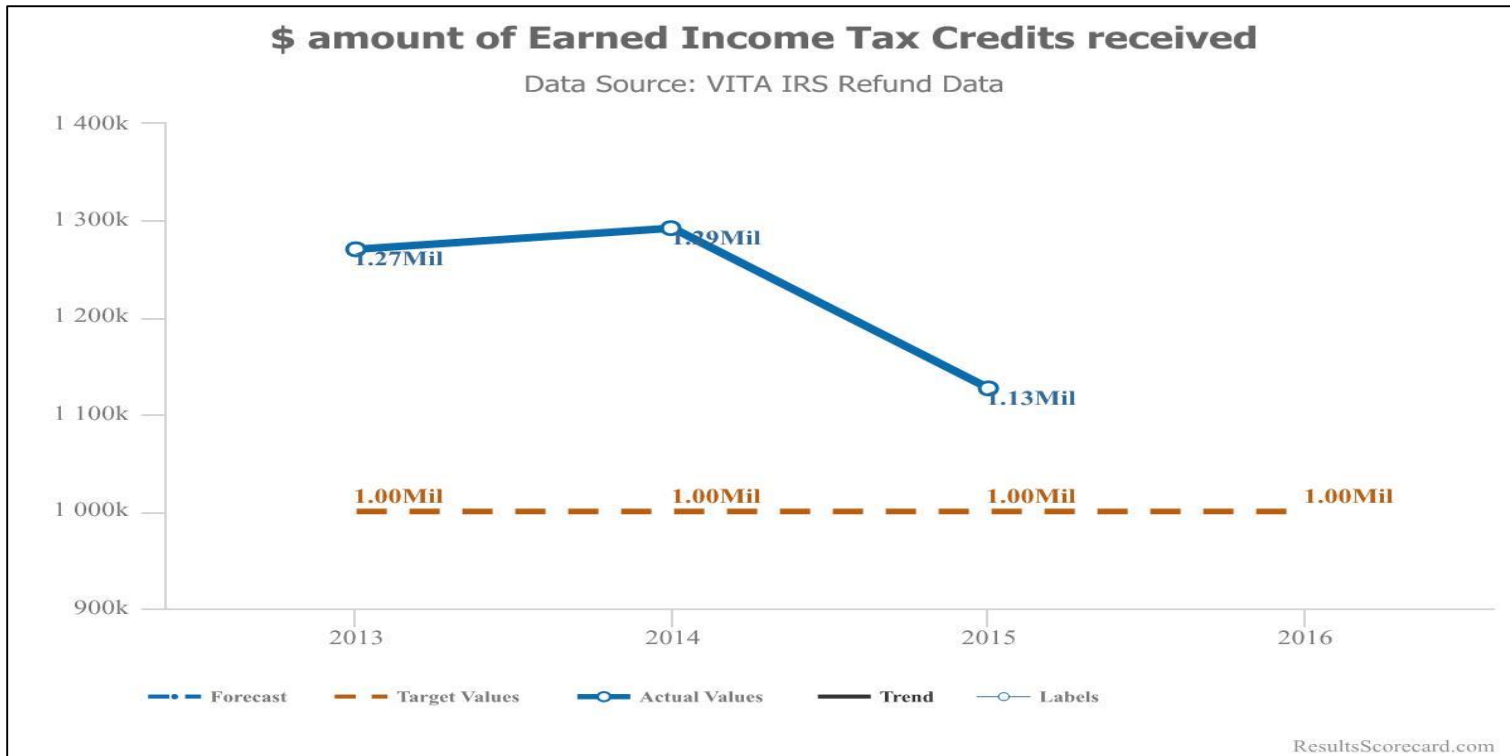
- Community Action Partnership.** During FY 2015, Community Action Partnership increased attendance at community outreach events and rolled out a community newsletter. In the previous FY, CAP attended approximately 28 events and this FY, CAP participated in over 50 community events; extending engagement in the community and ability to provide residents with more direct services. CAP had approximately the same number of staff but with increased training and quality assurance tracking, staff was able to expedite application processing time. There was also a slight increase due to outreach and Pop Up Center in the Sandtown-Winchester Community



- **Expanded Programs:** During FY 2015, Community Action Partnership added the Office of Home Energy Programs (OHEP) to their portfolio. This addition increased the amount of clients CAP was able to reach and the amount of referrals to direct services at the centers. There was an increase in client participation in the Your Money, Your Goals and Eat Healthy, Shop Smart workshops. CAP began offering the educational workshops to external providers.

Needs Improvement

- **Total amount of Earned Income Tax Credits Received.** As we head into tax season, it is vital to conduct strategic targeting to the 95,801 EITC eligible households in Baltimore. Last year 79% (75,683 households) claimed EITC. There are 20,118 (21%) individuals or families that didn't claim the EITC in Baltimore City, leaving an average EITC of \$2,493 unclaimed. This totals an estimated \$50 million of unclaimed EITC in Baltimore City annually. Last year, CAP processed \$1,011,782 in Maryland refunds.



- This FY, there was a reduction in the number of staff that participated as certified tax preparers which resulted in a decrease in the number of appointments available to tax clients. This program is solely based on CAP staff willingness to participate and ability to successfully pass their tax preparer examination.
- In order to reach more EITC eligible households this year, at least one person from each center must pass at the Site Manager level in order to have other tax preparers at that site, and at least two preparers must be at each center. An increased amount of tax preparers will increase the ability of the city and partners to handle a higher volume of tax preparations.