

THE CONNECTION COMMUNITY CONSULTANT GROUP PROJECTS ACADEMIC YEAR: 2013-2014

Baltimore Medical System (Inc.)-BMS (Project: Survey instrument)

Description BMS is the largest federally qualified community health center in Maryland. They provide care for low income and uninsured persons in Baltimore City and County. (www.bmsi.org/).

Project: For this project, consultants will develop a survey instrument and protocol for collecting information used by BMS to become a certified Level 3 Patient Centered Medical Home (PCMH). Currently, BMS is certified at Level 1. The instrument will need to collect information from the under-served medical population at BMS regarding: 1) Access – routine care, urgent care, after hours and weekends; 2) communication with the practice; 3) coordination of care – how well BMS handles follow up on labs, referrals, etc.; 4) self management of care – patient support for making health behavior changes and health decisions. Work with a BMS Vice President to develop the instrument and collection plan.

Connection team: 3 JHSPH students

Baltimore Medical System (Inc.)-BMS (Literature Review/Recommendations)

Description BMS is the largest federally qualified community health center in Maryland. They provide care for low income and uninsured persons in Baltimore City and County. (www.bmsi.org/).

Project: For this project, consultants will work with the CEO of BMS to conduct a literature review on the Advanced Access scheduling system (developed by Dr. Mark Murray with Kaiser Permanente in the early 2000s) and the intersection with Patient Centered Medical Homes (PCMH). Advanced Access (or Open Access) scheduling aims to improve patient satisfaction, clinical outcomes, and patient show rates. Literature begins around 2003-2005. What changes and outcomes have happened since others have used Advanced Access? Have other clinics gone through the process of converting from their current scheduling to Advanced Access, particularly for Patient Centered Medical Homes? Can one scheduling system support PCMH? What are the outcomes for those that have implemented both together?

Connection team: 2 JHSPH students, 1 SOM student

Maryland New Directions-MND (Project: Program Evaluation)

Description: MND's mission is to provide comprehensive career counseling, employment assistance, and post-employment support to people who are in life and career transition. They work with Baltimore City residents and help them get back on their feet and provide for themselves and their families. They change lives by helping people find employment by encouraging, inspiring supporting and motivating their clients to succeed. (www.mdnewdirections.org)

Project: For this project, consultants will develop improved evaluation tools for the MND program. The MND program is a 2 week intensive program (cover letters, resumes, job search skills), followed by 2 weeks of computer classes (4 week total program for approximately 30 clients each month). Currently, MND collects some post-program feedback from clients who complete the program. However, they would like to improve their evaluation tools. What other measures can they assess? What improvements can be made to the program? Consultants will take a look at the current assessment tools and recommend improvements. MND hopes that the consultants can assist in improving the program, which may result in making Baltimore a better place to live and work.

Connection team: 3 JHSPH students

Newborn Holistic Ministries-NHM (Recommendation Plan: Recruitment Strategy)

Description: NHM is a community-based nonprofit in West Baltimore, founded to serve the Sandtown-Winchester and Upton communities. These and the surrounding communities have struggled for many years with major issues related to poverty and NHM has responded with a mission to preserve and enrich life in these communities by providing services that enable residents to meet their material, social, and spiritual needs. NHM operates 2 main programs:

- 1) *Martha's Place* - A recovery program for women overcoming drug addiction and homelessness.
- 2) *Jubilee Arts* - Dance, visual arts, creative writing and ceramics classes to bring the arts back to life in our community. (www.newbornholisticministries.com)

Project: For this project, consultants are requested to assist with reviewing current volunteer engagement/recruitment practices, and recommending a plan to more effectively build up NHM's volunteer base. NHM has utilized volunteers throughout its history and volunteer support remains important to the organization's ability to operate on a lean budget. Without a dedicated volunteer coordinator, cultivating new volunteer networks has been difficult on top of maintaining existing volunteer networks. Engaging more volunteers however (especially from colleges) has been identified as an important need. NHM hopes that through this project, consultants can recommend some actions/strategies for effectively targeting potential volunteers. One particular volunteer shortage is with assisting with House Manager tasks at Martha's Place (female volunteers only; recovery program for women overcoming drug addiction and homelessness).

Connection team: 3 JHSPH students

Parks & People Foundation-P&PF (Literature Review)

Description: P&PF has works to improve the quality of life in Baltimore's neighborhoods. They've developed innovative solutions to issues facing Baltimore including the restoration of our neighborhoods and their natural resources as well as the academic enrichment and motivation of our children. In order to realize their vision of a healthy environment where people live, work, learn and play, they have formed a strategy targeting two major fields of endeavor: 1) Great Parks, Clean Streams & Green Communities; 2) Motivating Youth.
(www.parksandpeople.org)

Project: For this project, consultants are needed to conduct a literature review pertaining to "Green Infrastructure" (an EPA term). P&PF would like to see what other cities (such as LA, Seattle, Portland, Chicago, Philadelphia, New York, and D.C.) are doing around green infrastructure. Green infrastructure includes a variety of designed and engineered facilities (rain gardens, curb extension biosoil, asphalt removal, etc) which are able to accommodate storm water drainage. Here in Baltimore, P&PF's demonstration area, known as "Watershed 263" has goals of improving water quality, as well as improving quality of life in our city. Are other cities doing what we are doing? The literature review would compare the various cities and their programs, benefits, etc.

Connection team: 1 SON student, 2 SOM students

People's Community Health Centers –PCHC (Publication Assistance/Annual Report Template Design)

Description: PCHC provides health care to the community and encourages people to participate in their own health care. (<http://peoplesbaltimore.org/>)

Project: For this project, PCHC needs assistance in developing a new template for its annual report. The goal is to develop and produce a new affordably printed publication, while improving quality. Consultants are needed with experience in writing, research, and preferably graphic design (Adobe Creative Suite is a plus). The consultants will also review the organization's plan for promoting and distributing the report and related promotional materials, in preparation for the organization's required Annual Meeting.

Connection team: 2 JHSPH students, 1 SOM student

Light of Truth Center, Inc.-LTC (Job-Readiness Program/Networking Assistance)

Description: LTC is dedicated to providing safe and supportive housing in an environment conducive to recovery, transition, and restoration for women recovering from addictions; facilitates education, empowerment, enlightenment, and healing for the women it serves. (www.lightoftruthcenter.org/)

Project: LTC is starting a job-readiness program. They would like to have relationships with employers who are willing to hire people with a record or in recovery who have gone through the program. They would like not only a list of places for their participants to look at when applying for jobs, but once participants are hired, they want to be able to be in communication with the employer, so that if any problems present, they can troubleshoot them—helping resolve conflict and improving participant work performance. They need a team to reach out to organizations to initiate these relationships. LTC staff would then meet with/talk to the employers and maintain the relationships moving forward.

Connection team: 3 JHSPH students, 1 JHSPH alum

ERICA-Episcopal Refugee and Immigrant Center Alliance (Grant Writing Assistance)

Description: ERICA's (<http://erica-baltimore.org>) main function is to provide post-resettlement services to refugees and assist immigrants with their adjustment to life in the U.S.

Project: ERICA is seeking a team of consultants to prepare the Common Grant Application used by the Association of Baltimore Area Grantmakers. It is very extensive and will be both an invaluable exercise and an important tool for fundraising. There are numerous grantmakers that accept the form (some of which ERICA would be interested in applying to for support such as Abell Foundation, Rouse Company Foundation, and the Goldseker Foundation) which have goals related to affordable housing, eradicating poverty, and, in particular in the case of the Goldseker foundation, founded by an immigrant, "by loans or grants or other steps, give aid and encouragement to worthy individuals to continue their education, establish themselves in business, overcome such adversities as accident or illness, or maintain or support themselves or their families". For this reason, assistance with the Common Grant Application will afford ERICA great opportunities to apply for funding sources that are relevant to their mission and work.

Connection team: 3 JHSPH students, 1 JHSPH alumna