Baltimore City Health Department (BCHD)

Civic Innovators is a collaborative program leveraging businesses to partner to solve specific challenges in Baltimore City.

City agencies often have insufficient capacity and resources to take on important projects that could have a dramatic impact on the economy and health of our city. Businesses are uniquely positioned to contribute the technical expertise of their employees to respond to city challenges.

The Goal

The goal of the Civic Innovators program is to contribute human capital from the private sector to help solve our city's biggest challenges. Partnering with staff from city agencies, pro bono business volunteers leverage their technical knowledge on strategic projects leading to innovative solutions to critical issues.

Project 4.0 Overview

In our Civic Innovators 4.0 project, the primary goal was to support the Baltimore City Health Department (BCHD) in transforming their current contracts system. The system needed to be clearly documented, streamlined, transparent, and efficient. They were looking for support in identifying innovative ways to manage the data, identifying weaknesses and bottlenecks in the system, developing an updated procedure and training manual, and offering recommendations for improvement.
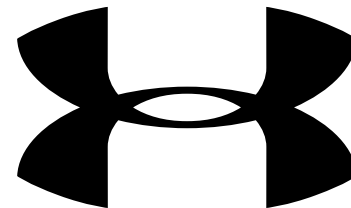
Our Partners

BALTIMORE CITY HEALTH DEPARTMENT

M&T Bank

T. Rowe Price

UNDER ARMOUR

The Mayor's Office, Baltimore Corps ,and the T. Rowe Price Foundation launched the Civic Innovator's inaugural program in Fall 2019.

Civic Innovators Project 4.0 Project Progress

Health Department members were paired with corporate volunteers to engage in three (3) working groups that are focused on: Human Capital and Operations, Data and Technology, and Contract Process. Based on the work of the corporate volunteers throughout this year's project, the following changes are in progress at the Baltimore City Health Department (BCHD).
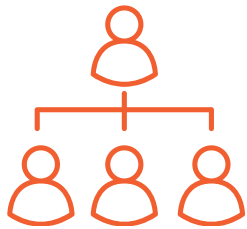
Analytical spreadsheet and operational tool designed

The Human Capital and Operations Working Group assessed the current staffing needs and capacity and helped develop training materials and SOPs for team members. Their scope of work included examining each step of the process and determining the human capital needs and operational tools and processes needed. From there, the group designed a functional analytical spreadsheet and operational tool that enables BCHD to better review their process at each stage.

Determined the best CRM system

The Data and Technology Working Group focused on determining the best system and methods for tracking and moving contracts through the process. With a focus on finding innovative ways to manage the data, they identified appropriate metrics for continuous quality improvement. The group then made recommendations for top CRM systems to purchase for increased efficiency.

Identified bottlenecks in the current system

The Contract Process Working Group focused on asking key questions to identify the primary bottlenecks in BCHD's current system. Their goal was to develop and formalize a procurement process to enhance efficiency, streamline the process, and boost transparency. To achieve this, they recommended the use of process maps and roles and responsibilities assignments.

Civic Innovators Project 4.0 by the Numbers

816
Volunteer Hours

Total number of hours volunteered

$80K
In Cost Savings

Fair market value of pro bono work, average of $98/hour

3 Months

17 Participants

3 Corporations

3 Working Groups

Quotes from Participants:

It was great to meet new people, hear how other companies are doing their contract process, and great to provide insight.

- Business Volunteer

The volunteers were able to bring a different perspective to our problem and helped us think about it in different ways.

- City agency staff

Baltimore Corps