

Fresh Start 412

TEAM GLENWOOD
DHS CASE COMPETITION 2018
RETHINKING HUMAN SERVICES DELIVERY

Meet the Glenwood Team



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Carnegie Mellon University



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Public Policy and Management, 2018
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Melissa's story



“ We must withdraw our offer for the Admissions Associate position due to your **criminal background check.** ”



Melissa Seeks Help from DHS

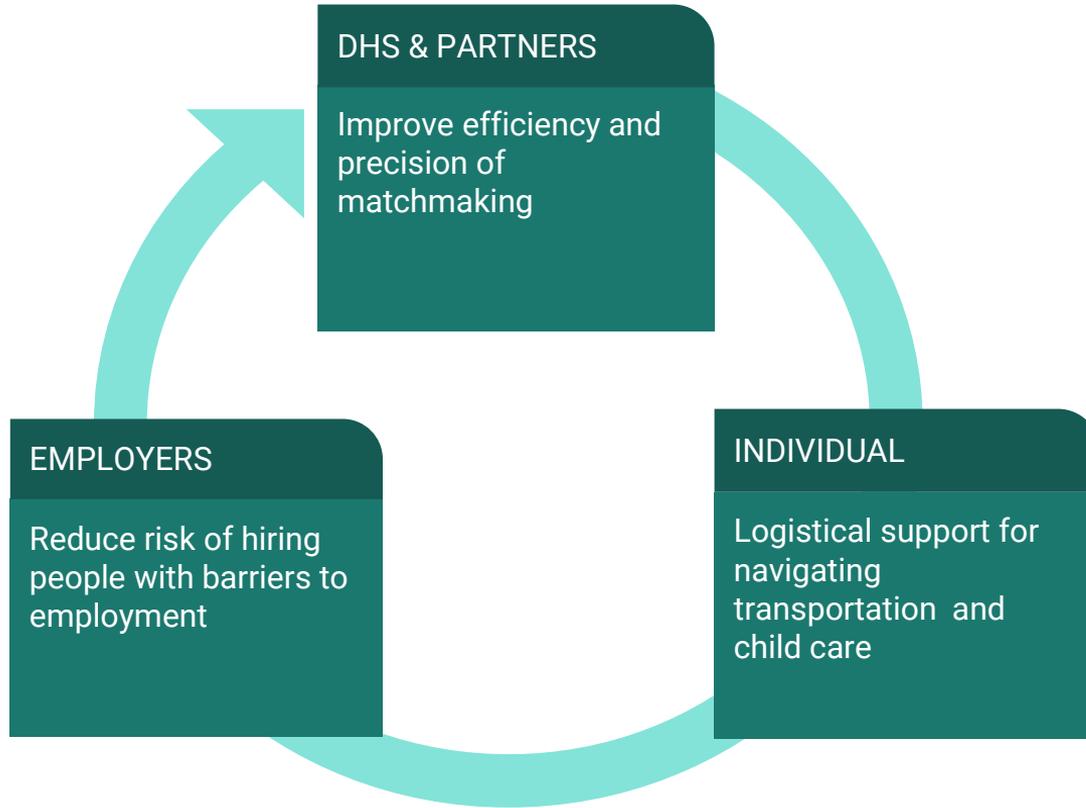


Framing the Problem

1. Employment barriers prevent people from finding opportunities
2. Individuals struggle with navigating public transit and child care logistics while seeking employment
3. Workforce development staff spend a lot of time with individuals developing plans and seeking successful employment/training matches

Innovation and Technology

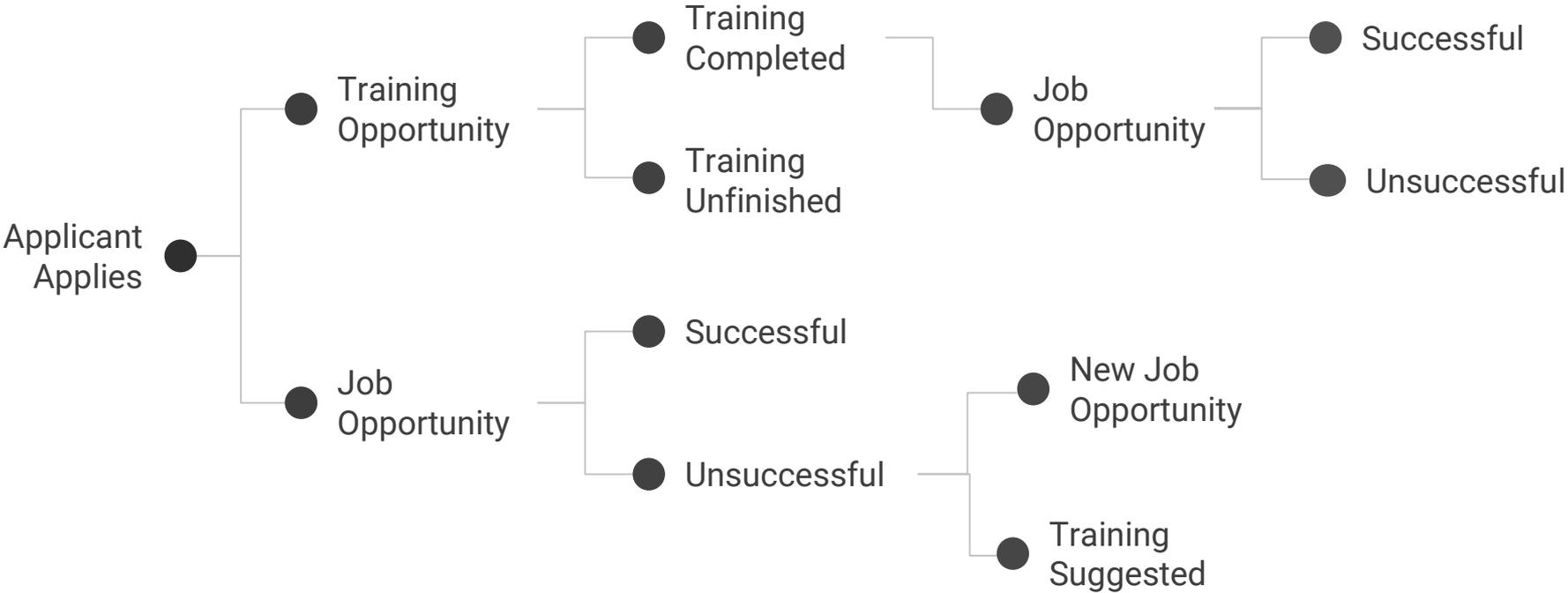
Machine Learning to Matchmake in Workforce Development



Information Collected

| Individual Participants | Employers | Partners Providing Training | Public Data |
|-------------------------------------|---------------------------------|--|-----------------------------|
| Address | Address | Address | Public transit |
| Transportation and child care needs | Criminal history restrictions | Skills learned through the training | Child care |
| Work and volunteer experience | Work and education requirements | Industry sectors related to the training | Criminal history records |
| Education & Interests | Industry sector | | Regional labor market needs |
| Work limitations | Expected hours | | |

Process



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Melissa's Matches

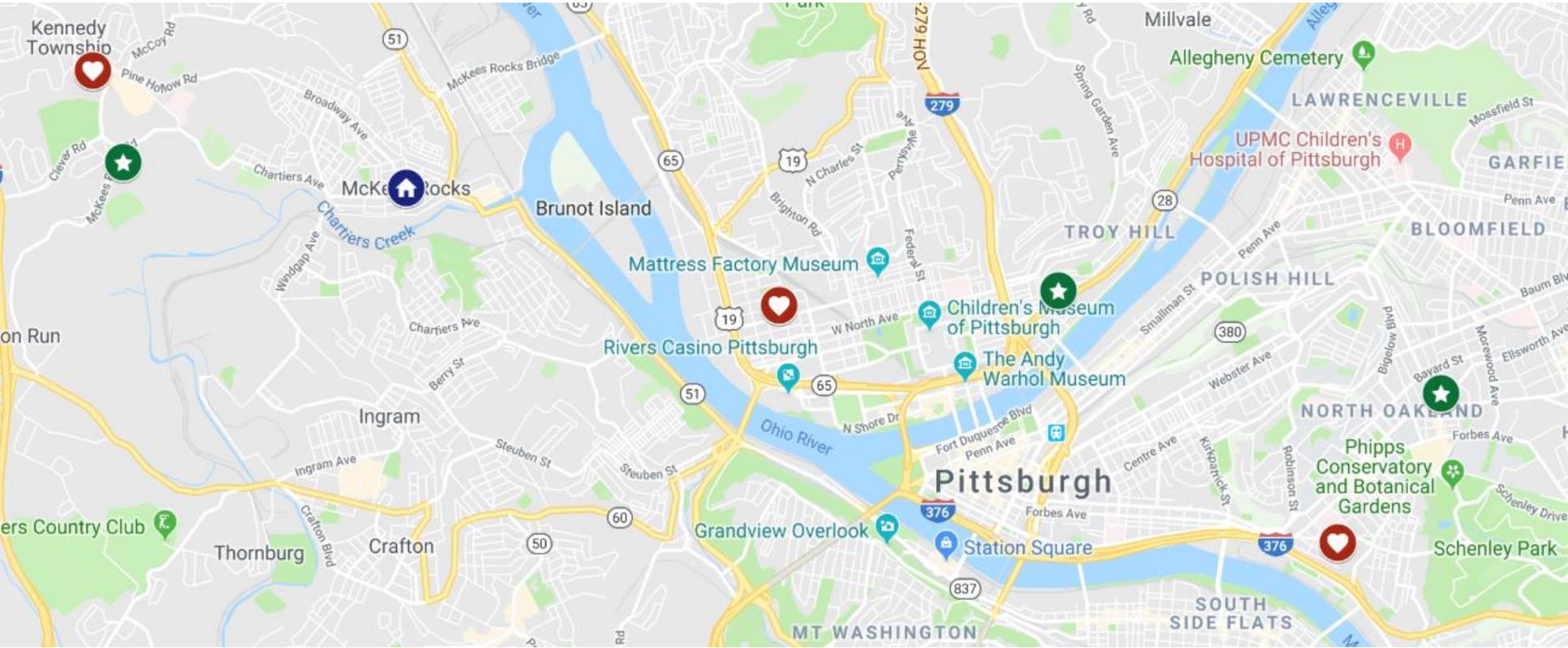
Top Matches for Employment

1. Christian Home Health Care (Northside)
2. Caring Hands Personal Touch (Oakland)
3. Giant Eagle (Kennedy Township)

Top Matches for Training

1. Red Cross: first aid, CPR, AED
2. Partner4Work Patient Care Technician Microcredential Program
3. CCAC Occupational Therapy Assistant Program

Route Planning



Melissa's Potential Routes

Route 1: Giant Eagle

Total Time: 45 mins

Total Cost: \$3.75 - \$5

1. 7:38 am 20 Bus Outbound. Arrive at Mama Bears Child Care Center by 7:49 am.
2. 8:15 am: 22 Bus Outbound. Arrive at 8:21 am at Giant Eagle.

Route 2: Caring Hands

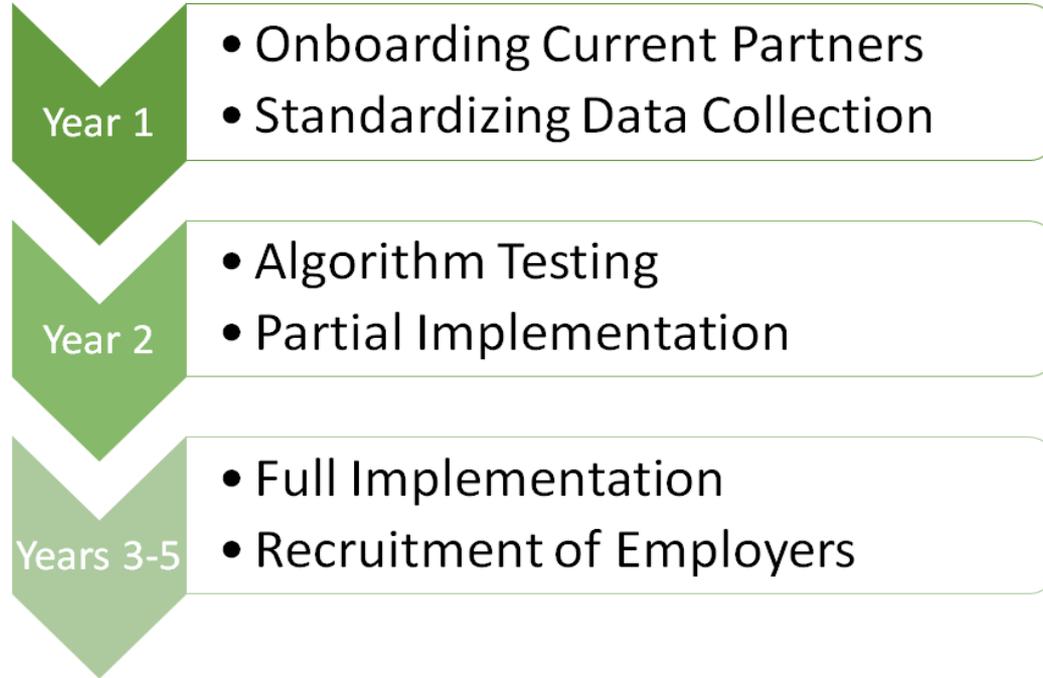
Total Time: 1 hr, 30 mins

Total Cost: \$3.75 - \$5

1. 7:20 am: 24 Bus Inbound - get off at PPG Place (Stanwix and Fourth Aves.) to transfer; 8:00 am: 69 Bus Outbound (at Stanwix and Fourth Aves.). Arrive at Children's Center of Pittsburgh by 8:10 am.
2. 8:31 am: 93 Bus Outbound at Blvd of Allies at Craft. Arrive at 8:49 am at Craft and Bayard at Caring Hands Personal Touch.

Program Implementation

Implementation Schedule



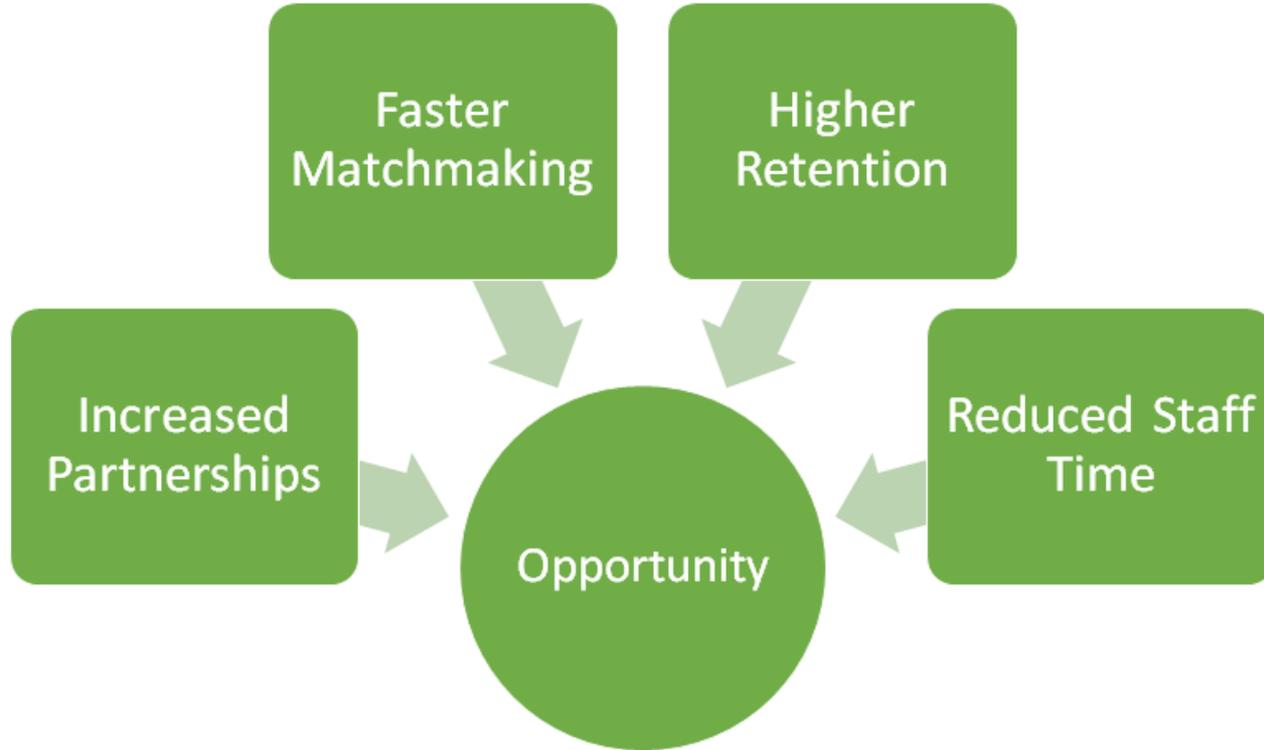
Program Costs

| Category | Years 1 & 2 | Years 3 and Beyond |
|-------------------------------------|------------------------|---------------------------|
| Collaboration and Recruitment | 20 hours per week | 10 hours per week |
| Background Check | \$18 per participant | \$18 per participant |
| Algorithm Development & Maintenance | \$30,000 | \$15,000 |
| Total | \$84,750 | \$60,375 |

Assumptions:

- 2,000 participants per year, based on DHS data
- Average social services case manager salary of \$37,500

Measures of Success



Ethical Considerations

- Biased Data
 - Geography
 - Work History
 - New Data (Locations)
- Personal Autonomy
 - Top 3 matches
- Intellectual or Developmental Disabilities (I/DD)

Limitations & Expansions

Limitations

- Time Frame
 - Training or job search
 - FBI background check
- Compliance and Engagement
 - Partner programs
 - Participants
- Sample Size
 - Diversity of participants and employers

Expansions

- Networking and success stories
- Match with mentors

Impact of Fresh Start 412

Questions