

County Council of Howard County, Maryland

2017 Legislative Session

Legislative day # 5

RESOLUTION NO. 31 - 2017

Introduced by: Chairperson at the request of the County Executive

A RESOLUTION confirming the appointment of Ayesha Bajwa Holmes to the Board to Promote Self-Sufficiency.

Introduced and read first time on March 6, 2017.

By order


Jessica Feldmark, Administrator to the County Council

Read for a second time and a public hearing held on March 20, 2017.

By order


Jessica Feldmark, Administrator to the County Council

This Resolution was read the third time and was Adopted , Adopted with amendments , Failed , Withdrawn by the County Council on April 3, 2017.

Certified by


Jessica Feldmark, Administrator to the County Council

NOTE: [[text in brackets]] indicates deletions from existing language; TEXT IN SMALL CAPITALS indicates additions to existing language. Strike-out indicates material deleted by amendment; Underlining indicates material added by amendment.



GRASSROOTS
CRISIS INTERVENTION
CENTER, INCORPORATED
6700 Freetown Road
Columbia, Maryland 21044

Council Appointment Hearing BPSS

March 20, 2017

Dear Esteemed Council Members:

Business 410-531-6006
24 Hours 410-531-6677
Fax 410-531-3487

My name is Ayesha Bajwa Holmes, I am a resident of Ellicott City. My home is located at 4915 Autumn Crest Way, Ellicott City, MD 21042.

www.grassrootscrisis.org

As the new Executive Director of Grassroots Crisis Intervention Services, I am honored to be considered to serve on the Board to Support Self Sufficiency.

Crisis Services
Emergency Shelter
Community Outreach

Grassroots serves the community in four distinct ways:

- BOARD OF DIRECTORS
- Sonya Bajwa
 - Libby Boswell
 - Erica S. Cariello
 - John Cheek, Jr.
 - Rochelle Michaux Conway
 - Robert Coursey
 - Thanh Van T. Doan
 - Sheila Donahue
 - Barry Frieman
 - Major Ellsworth Jones III
 - Thomas King
 - Wanda King
 - Nicholas Langhauser
 - Mary Lasky
 - Dottie C. Paxton
 - Tim Samuel
 - Carol Ann Speed Smith
 - Joe Stellone
 - Alice Wade
 - Sheryll Ziporkin

- 1) **24-Hour Crisis Hotline**, which includes crisis intervention via telephone, and through the Mobile Crisis Team. Here we serve as the single point of entry for assessment for homeless services and supports, mental health crisis, and suicide prevention and intervention.
- 2) **The Day Resource Center**, currently located on Rt. 1, but slated to move in early summer to a new site at the Leona Dorsey Center or Guilford Road. Here we serve those who are chronically homeless and often in most distress for immediate assistance.
- 3) **The 51-Bed Shelter at our Freetown Road** location, The Shelter on Freetown Road houses 18 single men, 6 single women, and 10 families. and
- 4) **The Cold Weather Shelter**, a partnership among many congregations and Grassroots with County Support, for moving costs. The Cold Weather Shelter is an integral part of our work to ensure that no person is left out in the cold. The level of community and volunteer support that is provided by each congregation is a true gift to the County and our residents. Additionally in winter, Grassroots serves as the access point for the county's **Emergency Cold Weather** program which ensures anyone in the county needing shelter is able to find cover.

EMERITUS
Ruth Conway
Eugene J. Hinman

EXECUTIVE DIRECTOR
Andrea S. Ingram, LCSW-C

When one considers self-sufficiency, perhaps the most important part of that is permanent housing. As we go into uncharted territory related to the ACA and HUD, I am grateful to be serving as part of the Board that is tasked with serving individuals with some of the greatest and most complex needs in the county. Grassroots works with individuals who need daily support, most often those who are without housing. I look forward to partnering with individuals, other non-profits and Howard County Government to as a member of the Board to Promote Self-Sufficiency.



United Way
of Central Maryland

Sincerely,

Ayesha Bajwa Holmes, Executive Director
Grassroots Crisis Intervention Center

Ayesha B. Holmes

Professional Profile

Proven leader with an outstanding track record of launching, implementing, and sustaining successful programs to improve outcomes for those served • Strong interpersonal skills and ability to relate to diverse personalities with emphasis on team cohesion and development • Data informed planning, budget management, and growth decisions and project improvements • Skilled trainer able to present information to diverse groups • Skilled at focusing individuals and groups through change processes to achieve strategic goals • Over 20 years of experience in conducting public outreach including convening and facilitating various stakeholder groups including families and youth, developing and implementing surveys to collect and analyze data.

Education

Johns Hopkins University, 1998

Masters of Science Education - Clinical Community Counseling

University of Maryland Baltimore County, 1993

Bachelor of Arts in Psychology

Georgetown University, Public Policy Institute, 2011

Executive Certificate in Juvenile Justice and Child Welfare Multi-System Integration

Professional Highlights

- Leading the Statewide Care Management Entity in Maryland, which includes two System of Care Grants from SAMHSA, and the 1915(c) Demonstration Waiver, working closely with The Governor's Office for Children and the Maryland Department of Behavioral Health
- Leading a staff of over 60 human service professionals in a strengths based, family driven project using the Wraparound service delivery model within a System of Care framework
- Developing and maintaining strong partnerships with Departments of Education, Child Welfare, Mental Health and Juvenile Services to ensure an integrated System of Care in local jurisdictions and statewide
- Working and partnering with State and Local family organizations to ensure family voice is infused throughout the work at all levels
- Working closely with policy makers to ensure practice informs policy at both the local and state levels
- Working in diverse communities facing multiple challenges including mental health, substance abuse, crime, and poverty concerns
- Skilled at Tracking and reporting program outcomes to various funding agencies and partners

Relevant Experiences

1/2017
To
Present

Executive Director
Grassroots Crisis Center, Columbia, MD

Serving as Executive Director for nationally recognized crisis center located in Columbia, Maryland to serve the residents of Howard County in times of crisis. Grassroots operates a homeless shelter, a Day Resource Center, a Mobile Crisis Team as well a variety of services to support individuals and families as they move from crisis to self-sufficiency.

- Working closely with Howard County Government and community based partners to ensure all individuals are treated with dignity and respect regardless of current situation
- Providing daily management and oversight to operations of Grassroots Crisis Center
- Developing and managing multiple funding streams to sustain organization
- Collaborating with residents, community members and partners to advance the mission of Grassroots

4/2012
To
12/2016

Founding Partner
STRATIGIX Consulting, LLC., Columbia, MD

Founded a consulting company serving government and non-profit agencies as they implement expansions and changes within their organizations. Provide training and technical assistance in areas of Systems of Care development and implementation, grants writing, budget development, community partnerships as well as management and leadership development.

- Working with both Local and State Governments to expand and implement Systems of Care, Wraparound as well as Evidence Based or Promising Practices
- Providing technical assistance, coaching, management, and leadership development to government and private non-profit organizations to implement programs that achieve positive outcomes for youth and families.
- Partnered with University of Washington to provide Wraparound Fidelity Assessment System Monitoring for projects implementing High-Fidelity Wraparound.

7/2005
To
4/2013

State Director
Maryland Choices LLC, Baltimore and Rockville, MD

Developed Maryland Choices from a single contract in Montgomery County to a Statewide operation serving 400 families daily using the Wraparound service delivery model within a Care Management Entity financial framework. This Statewide project includes two SAMHSA funded System of Care Grants and the 1915(c) Demonstration Waiver. Additionally, Maryland Choices continues to serve as the Care Management Entity, for Montgomery County, Maryland, a former SAMHSA System of Care funded site that has sustained the grant through local funding. Maryland Choices earned COA Accreditation in 2011.

- Expanded Maryland Choices from a single contract local project to a statewide project in less than 7 years
- Continuously served as the Care Management Entity for Montgomery County since

- 2005 when they successfully sustained their SAMHSA System of Care Grant
- Provided Family Preservation Services using the Wraparound service delivery approach since 2009
- Worked to develop a well-integrated system of care that provides individualized, family centered, strength based, coordinated services to children, youth and families with emphasis on client empowerment, interagency coordination, systems theory and cross-cultural approaches
- Oversaw and managed all aspects of multi-county/statewide operations in Maryland, including partnership, community relations, provider network development, staff recruitment/training, managing and monitoring a budget and clinical consultations
- Participated in committees and meetings as they related to System of Care Development in Maryland
- Created and implemented external trainings to stakeholders and partners about Wraparound and Systems of Care
- Networked with local and state level partners and funders to develop an integrated process for services delivery for the most intensive youth
- Met with child serving system partners regularly to advance participation at all levels on behalf of youth with severe mental and behavioral health needs
- Provided reports to community agencies, partners and funders as requested
- Prepared and submit monthly, quarterly and annual reports
- Participated in internal and external evaluations
- Worked as part of a multi-state leadership team at Choices, Inc.

10/2003
to
7/2005

Coordinator
Vocational Integration Project
Glenwood Life Counseling Center, Baltimore, MD

Lead a project to develop a continuum of care for individuals with chronic behavioral health needs with workforce development programs. Successfully developed a project linking prominent substance abuse and workforce development providers and convinced them to collaborate without additional funding.

- Lead a new project focused on developing a continuum of care between substance providers and workforce development providers
- Developed a process for implementing a coordinated services delivery system between a consortium of substance abuse treatment and workforce development providers in Baltimore City
- Planned implemented and trained existing staff in participating organizations about the program and all aspects of this collaboration
- Assisted staff connect clients from treatment to workforce development training
- Managed all aspects of project including program development, coordination of efforts among the six participating providers, data tracking and program evaluation
- Worked closely with a steering committee to develop solid relationships among starkly different organizations with varying missions
- Provided technical assistance to 6 substance abuse programs and 6 workforce development programs to build consensus leading to project integration
- Built and maintained a data tracking system for project
- Prepared monthly, quarterly and annual reports

6/2001
to
10/2003

Director
Young Parent Support Center
Baltimore County Department of Social Services, Baltimore, MD

As part of the Maryland Statewide Network of Family Support Centers, served as the Director of the Young Parent Support Center in Baltimore County. The center provided childcare to young parents while they worked on their GED. During my tenure, the center became a licensed child care center; the only to serve children under age 2 in southeastern Baltimore County. Also lead the center through accreditation through the Council on Accreditation.

- Managed adult education, job readiness, child development, and fatherhood initiative programs in a family focused setting
- Oversaw, implemented and managed all aspects of program development, staff supervision, fiscal management, and client enrollment/retention
- Managed and provided oversight of staff, including recruitment, team building and leadership development
- Networked with other community groups, coordination community outreach
- Prepared monthly, quarterly and annual reports
- Coordinated efforts and requirements of funders and sponsoring agency

7/1998
to
6/2001

Deputy Director/Program Director (promoted from Intake Specialist in 2 months)
Washington Village/Pigtown Neighborhood Planning Council, Baltimore, MD

Washington Village/Pigtown was a designated site working on a three prong community development approach as part of the Empowerment Zone initiative in Baltimore. The focus was Human Services, Business Development and Public Safety. Lead and participated in all aspects of managing the organization successfully.

- Administered and evaluated workforce development, substance abuse and community mobilization programs and services
- Proposed changes/additions to program services to the Executive Director
- Supervision of all staff, including recruitment, training, oversight and performance evaluation
- Prepared monthly, quarterly and annual reports
- Acted as liaison between executive management and all staff
- Assisted Executive Director with development of annual budget
- Operated center within annual budget and long-range fiscal plan
- Maintained strong relationships with community associations, neighborhood schools and other service providers/vendors
- Worked closely in committee with Board of Directors

Program Director:

- Administered and evaluated all career center program activities to ensure goals were attained
- Supervised career center staff, including recruitment, training, oversight and performance evaluation
- Implemented various grants, ensuring compliance with funding guidelines
- Built relationships with key partners outside the organization and within the community
- Monitored program budget and conducting financial operations in accordance to best practices
- Managed and reviewed client records to ensure compliance with professional standards
- Developed and administered in-service training for career center staff

Presentations at Conferences

- 7/2006 Georgetown University Training Institutes
- Presented as part of a panel on the Implementation Factors of Wraparound in Systems of Care
- 10/2006 MARFY Conference
- Presented to Statewide audience about Wraparound and Provider Development
- 10/2007 MARFY Conference
- Presented to Statewide audience about Wraparound and Systems of Care – focused on three communities – Montgomery County, Baltimore City and St. Mary’s County.
- 3/2008 University of South Florida Systems of Care Research Conference
- Presented on access to care in Montgomery County and outcomes in wraparound using the Wraparound Fidelity Index (WFI) and the Child Adolescent Needs and Strengths Assessment (CANS).
- 7/2008 Georgetown University Training Institutes
- Presented a poster session on “No Wrong Door” in Montgomery County. Highlighted access to care and the development of the system of care
- 10/2008 MARFY Conference
- Presented to Statewide Audience with DHR, DJS, CSA and Innovations Institute about Systems of Care, Wraparound and Evidence Based Practices
- 3/2009 University of South Florida Systems of Care Research Conference
- Presented a poster highlighting the synergy between program management, evaluations and marketing/communications.
- 7/2010 Georgetown University Training Institutes
- Presented in a panel about the WFI and the Family Journey tools and how they are used to drive practice and improve outcomes for youth.
- 2/2011 Systems of Care Institutes – Brevard County Florida
- Presented in a panel about supervision, staff development, and partnership with evaluation and families.
- 7/2014 Georgetown University Training Institutes
- Presented a poster session “Wraparound 24:7” showcasing an innovative technology platform to enhance wraparound facilitation.
- 4/2015 Virginia Children’s Services Act Conference
- Presented workshop “Establishing a Framework for Successful Implementation of High-Fidelity Wraparound”

Committee/Board Participation

- 2014-Present – Board Member - Center for Adoption Support Services (CASE)
- 2014-2105 - Howard County Executive Kittleman’s Transition Team
- 2014-2015 - Howard County Behavior Health Taskforce
- 2012-2013 - Rural Cares Governance Board (SOC Grant)
- 2010-2013 - Baltimore City Implementation Group (SOC Grant)
- 2009-2013 - Care Management Entity Implementation Workgroup
- 2007-2008 - 1915(c) PRTF Waiver Development Committee
- 2005-2013 - Montgomery County Children with Intensive Needs
- 2005-2006 - Board Member – Recovery In Community
- 2004-2005 - Board Member – Chesapeake Center for Youth Development