City of Cincinnati

801 Plum Street
Cincinnati, OH 45202

Agenda - Final-revised

Healthy Neighborhoods

Chairperson, Jan-Michele Kearney
Vice Chairperson, Victoria Parks
Councilmember Reggie Harris
Councilmember Scotty Johnson

Tuesday, February 7, 2023 | **12:30 PM** | **Council Chambers, Room 300**

PRESENTATIONS

Career Pathways Initiative

Elizabeth Kraft

Cincinnati Children's Hospital Medical Center

Priyanka Desirazu, Clinical Research Coordinator

AGENDA

1. 202300321 **MOTION**, submitted by Councilmember Johnson and Vice Mayor Kearney, **WE MOVE** that the City Administration support Mayor Aftab Pureval's recommendation to give the honorary, secondary street name of "Dr. O'dell Owens Way" to Central Parkway at the corner of Ezzard Charles Drive. (STATEMENT ATTACHED).

Sponsors: Johnson and Kearney

Attachments: Motion

2. 202300439 **MOTION**, submitted by Councilmember Jeffreys, To improve constituent Customer Service Request responses and ensure that we are using taxpayers dollars most efficiently, **WE MOVE** that, the Administration report back to Council within sixty days on: Reviewing the most recent Resident Survey Findings Report on satisfaction of constituents with various public services ranging from public health, neighborhood cleanliness and appearance to street & sidewalk services and public safety. (BALANCE ON FILE IN THE CLERK'S OFFICE) (STATEMENT ATTACHED).

Sponsors: Jeffreys

Attachments: Motion

3. **202300547** PRESENTATION submitted by Sheryl M. M. Long, City Manager, dated 2/7/2023, regarding the Career Pathways Program.

Sponsors: City Manager

Attachments: Transmittal
Presentation

4. 202300560 **PRESENTATION,** submitted by Vice Mayor Kearney from Priyanka Desirazu, Childrens Hospital, Research Coordinator titled Next Generation Leadership.

Sponsors: Kearney

Attachments: Presentation

ADJOURNMENT

City of Cincinnati
Council

Melissa Autry, CMC
Clerk of Council

Office of the Clerk

801 Plum Street, Suite 308
Cincinnati, Ohio 45202
Phone (513) 352-3246
Fax (513) 352-2578

January 9, 2023

WE MOVE that the City Administration support Mayor Aftab Pureval's recommendation to give the honorary, secondary street name of "Dr. O'dell Owens Way" to Central Parkway at the corner of Ezzard Charles Drive.

Councilmember Scotty Johnson

Vice Mayor Jan-Michele Lemon Kearney

STATEMENT

The City of Cincinnati mourned the loss of an icon, city leader, fighter for justice, friend to all, and a great man, when Dr. O'dell Moreno Owens, passed on November 23, 2022.

Dr. Owens grew up in Cincinnati's West End, graduated from Woodward High School, and Antioch College in Yellow Springs, Ohio, and earned an MD at the Yale Medical School, followed by a Masters Degree in Public Health. He was an Instructor in Obstetrics and Gynecology at both Harvard and Yale Medical Schools, and was the first African American physician to receive a Harvard Fellowship in Reproductive Endocrinology. Dr. Owens returned to Cincinnati in 1982 to teach at the University of Cincinnati College of Medicine and achieved Cincinnati's first successful *in vitro* fertilization while serving as a Professor of Obstetrics and Gynecology, and Director of Reproductive Endocrinology at Christ Hospital while maintaining a successful private practice

Dr. Owens was elected Hamilton County Coroner in 2004, and re-elected in 2008, and used that position to visit schools and inspire young people to make healthy, life-affirming decisions. He served as President of Cincinnati State and Technical College from 2010-2015 and is renowned for increasing the number of high school students attending college classes at Cincinnati State.

Dr. Owens served as the Interim City of Cincinnati Health Commissioner of the Cincinnati Health Department which serves over 40,000 patients annually through its seven primary care health centers, a free-standing dental center, a free-standing vision and dental center, and 13 school-based health centers. He then served as the CEO of Interact for Health, promoting community health and fighting health disparities.

He remained a tireless volunteer in Cincinnati, the city he loved. Dr. Owens was known as a bridgebuilder as he connected communities and diverse populations in Cincinnati through his elected, appointed, and volunteer work. Because of his years of fundraising for CET public television, CET dedicated a mural to Dr. Owens at its headquarters on Central Parkway last year.

Therefore, giving Central Parkway the honorary name of "Dr. O'dell Owens Way," not far from the West End community where he grew up, serves as a reminder of the importance of connecting communities and people across our great city, and providing opportunities for Cincinnatians to live their best lives.

CAL → Healthy Neighborhoods
J-MCK

City of Cincinnati

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Cincinnati, Ohio 45202

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Email: mark.jeffreys@cincinnati-oh.gov
Web: www.cincinnati-oh.gov

Mark Jeffreys
Councilmember

January 26, 2023

MOTION

Smarter Government – Leveraging Six Sigma to Improve Customer Service Response

To improve constituent Customer Service Request responses and ensure that we are using taxpayer dollars most efficiently, WE MOVE that, the Administration report back to Council within sixty days on:

- Reviewing the most recent Resident Survey Findings Report on satisfaction of constituents with various public services ranging from public health, neighborhood cleanliness and appearance to street & sidewalk services and public safety. The purpose of this review is to identify the top areas of improvement in constituent Customer Service Responses.

- Based on that review, share what a plan would be to leverage a Lean Six Sigma process to eliminate resource waste and improve outcomes for constituents related to Customer Service Requests. That plan would include the timing and costs of using a Lean Six Sigma process, a process that will include setting specific benchmarks for customer satisfaction across these metrics as well as Key Performance Indicators (KPIs) against which to measure performance.

STATEMENT

We have heard from various constituents that Customer Service Requests they have made to the City are often resolved very much to their satisfaction while at other times they have marked as completed even though they are not. Moreover, it has been indicated to us that response times can sometimes be slower than reasonably desired. These Customer Service Requests include anything put into the city's internal portal as well as the 311Cincy app for things such as potholes, broken streetlights, garbage collection, and code violations. In February 2022, there was a report issued titled 2021 Resident Survey that shared satisfaction across many of these metrics. There were several opportunities identified across city services within this survey that are opportunities for improvement.

Lean Six Sigma is a process that is used most often in the private sector, but there are a number of governmental entities that use it to improve outcomes very effectively. This is an exercise done to assess how we can best use limited government resources to provide improved public services. Lean Six Sigma is focused on improving performance streamlining processes. It then helps to establish a clear path to achieving improvement objectives. In this case, it would include mapping out the current process for managing Customer Service Requests, identifying ways to improve that process such that it improves outcomes, establishing Key Performance Indicator (KPI) benchmarks going forward, and then recommending a path forward that results in a better, cheaper and faster outcome for constituent requests.

Councilmember Mark Jeffreys

DR Cal 2/1/23

Interdepartment Correspondence Sheet

February 7, 2023

202300547

To: Members of the Healthy Neighborhoods Committee

From: Sheryl M.M. Long, City Manager

Subject: **Presentation – Career Pathways**

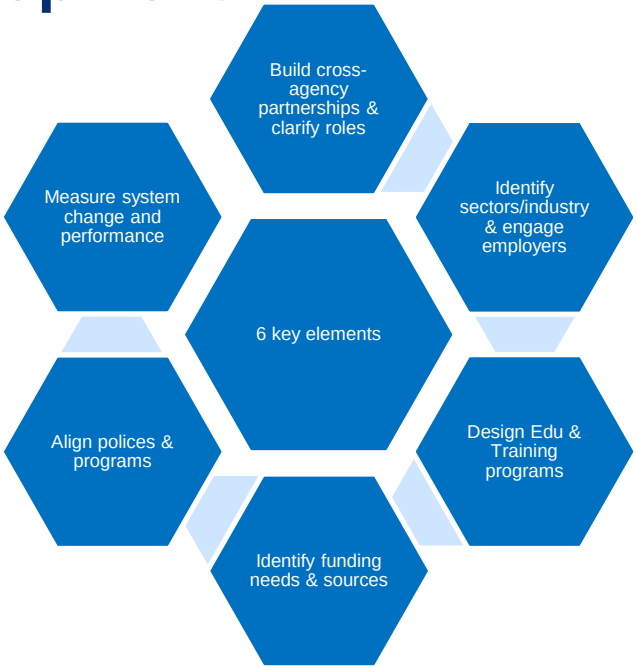
Attached is a presentation on the Career Pathways Program for the Healthy Neighborhoods Committee meeting on February 7, 2023.

cc: Virginia Tallent, Interim Assistant City Manager
Elizabeth Kraft, Career Pathways Coordinator

CPI Update

Healthy Neighborhoods Committee 2/7/23

6 Key Elements to Career Pathways Development



Youth Workforce Development- Career Pathways Programs

Career Pathways provide

A combination of high-quality education & training and other supportive services,

Align with the skill needs of industries,

Prepare an individual to be successful in a full range of secondary or postsecondary education options,

And include coaching to support an individual in achieving their education and career goals.

Career Pathways provide participants with multiple entry and exit points to accommodate academic readiness and on-ramping and off-ramping when necessary. The intent for career pathways is to lead to industry-recognized credentials that lead to careers that pay family-sustaining wages and offer occupational advancement opportunities.

In a comprehensive career pathways system, education and training programs provide a clear sequence of education courses and credentials combined with continual support systems that prepare individuals, regardless of their skill levels at the point of entry, for postsecondary education, training, and employment.

Career Pathways Programs

- **Work Based Learning (WBLs)- combines employment and training, allowing workers to earn wages while training. High-quality work-based learning is a continuum of programs that provide work and education experiences to help participants advance along a career pathway.**
  - **Earn & Learn Models- Pre-Apprenticeships, Registered Apprenticeships (RAPs), Work Experience Programs, On the Job Training, Etc.**
- **Individualized Career Services**
  - **Career planning will support an individual's journey through the pathway, and provide "road maps" outlining the education, training, and credentials the participant must complete.**

Theory of Change Development

- A Landscape Assessment Survey was distributed to all current Y2WK Departments to gather necessary data/info
- Another survey is in development for non-Y2WK departments to determine capacity/interest for expanding youth opportunities through CPI (Including Yr. Round)
- Participating in Results for America's State and Local Workforce Fellowship
    - Job Quality Framework
    - CPI

CPI Goal Statement DRAFT

- Enable Cincinnati youth to become healthy, productive, and engaged citizens and improve the collective advancement of our communities by providing equitable opportunities for youth to develop a clear, obtainable, career pathway that fosters economic mobility, while advancing the City's employment goals.

Results & Impact

Program Outcomes

Health and Wellbeing
- Youth Improve Social-Emotional Competencies
- Youth Gain Confidence
- Increase in Mental Health Awareness

Economic Mobility
- Youth Improve Financial Literacy
- Youth Learn Work-Readiness Skills
- Youth Gain Occupational/ Career Awareness
- Youth Attain Industry Recognized Credential
- Youth Increase Connections to Future Employment

Internal Operations
- Year-round engagement
- Retained in summer programs
- Flow into other Pathways

Long-Term Community Outcomes

Health and Wellbeing
- Increased Summer Opportunities for Youth
- Increase in Access to Mental Health and Healthcare Resources

Economic Mobility
- Increase in Long-term Employment
- Increased Industry Diversity/ Representation
- Increased Self-Sufficiency
- Increased Savings and Asset Ownership

Internal Operations
- Increased Interest in Public Service and Civic Engagement
- Increased Representation in the City's Workforce

Program Components-ToC Activities

Implement	• Implement a Human Centered Design and Trauma Informed Approach
Utilize	• Utilize Career Coaching, Goal Achievement Activities, Participant Centered Planning, Motivational Interviewing, Financial Literacy, and Youth Mentoring
Engage	• Engage youth directly in leadership, evaluation, and feedback of CPI and Y2WK. Develop a youth advisory component comprised of and led by Cincy Youth
Create	• Create a Youth Services section of the City's Website
Create	• Create a tiered program model to meet youth where they are. (see next slide)

- **Create and build links to education/training, post-secondary education, and other health and human services to create a comprehensive system of supports needed by youth.**
- **Solidify resource/funding streams so there is sustainable funding to establish the capacity to grow the program model**
- **Implement a process to collect, store, track, share, and analyze data. A shared database could help streamline data collection and analysis effort.**

A Tiered Model Example

Tier 1 –Career Exploration- introduces Youth to 1st time work and career opportunities through job shadowing, team projects, interactive workshops, community service, etc. (ages 14-16)

Tier 2: Ready to Work: place youth with an employer or vocational training experience while continuing to build career readiness skills (ages 16-24)

Tier 3-Pathways Internship- youth with prior work experience and a desire to focus on a specific pathway are paired with an employer (CoC or external) (17-24)

Pathways and Ladders

Entry level jobs must have a viable career pathway for advancement

- Internal assessment of existing city career pathways (Career Ladders)
- Evaluate internal capacity and industry needs-how many vacancies exist on an ongoing basis within the identified pathways?
    - Build external employment partnerships to assist with capacity and industry need

WHAT ARE THE ENTRY-LEVEL POSITIONS?	WHAT ARE THE OCCUPATIONS THAT ARE A LEVEL ABOVE ENTRY?	WHAT JOBS FOLLOW THOSE?	WHAT ARE THE SKILL REQUIREMENTS TO MOVE UP?	IS THERE INCREASING COMPENSATION ALONG WITH THE INCREASED SKILL REQUIREMENTS?

Potential Edu & training partnerships to explore

- Cincinnati State
- Butler Tech
- CPS- CTE Programs
  - Public Safety Academy
- DePaul Cristo Rey Corporate Work Study
- Great Oaks
- City Link
- CAA
- Job Corps
- Local Apprenticeships

Career Pathways 3

An

Entrepreneurial Pathway

Thank you
Questions?

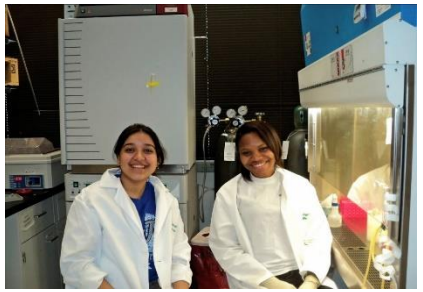
Elizabeth.kraft@cincinnati-oh.gov

Next Generation Leadership

Priyanka Desirazu

Biomedical Engineer | AutoCross Car Racer | STEM Mentor | Clinical Researcher





My STEM Journey

- The Global Challenge Award, National Science Foundation (2008)
- University of Waterloo, Canada (2009-2010)
- Bachelors in Biotechnology Engineering, Sir MVIT, India (2010 – 2014)
  - Internships: Harvard Medic al School (2011), Washington University in St. Louis (2012) and University of Exeter (2013)
- Masters in Biomedical Engineering, Johns Hopkins, Baltimore (2014 – 2016)
- Clinical Research Associate, Medpace, Cincinnati (2016 – 2018)
- Clinical Research Coordinator, Cincinnati Children's Hospital (2018 – Present)

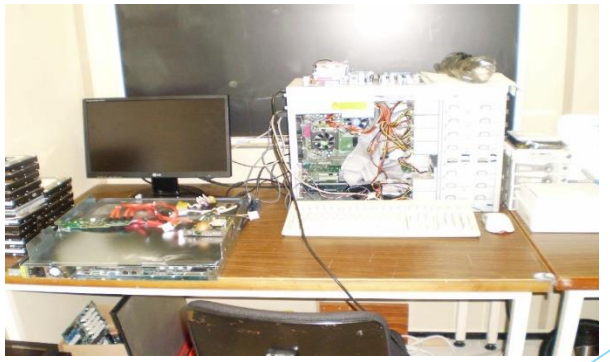
President of the Young Professionals Group – Cincinnati Children's Hospital

Journey as a STEM Mentor

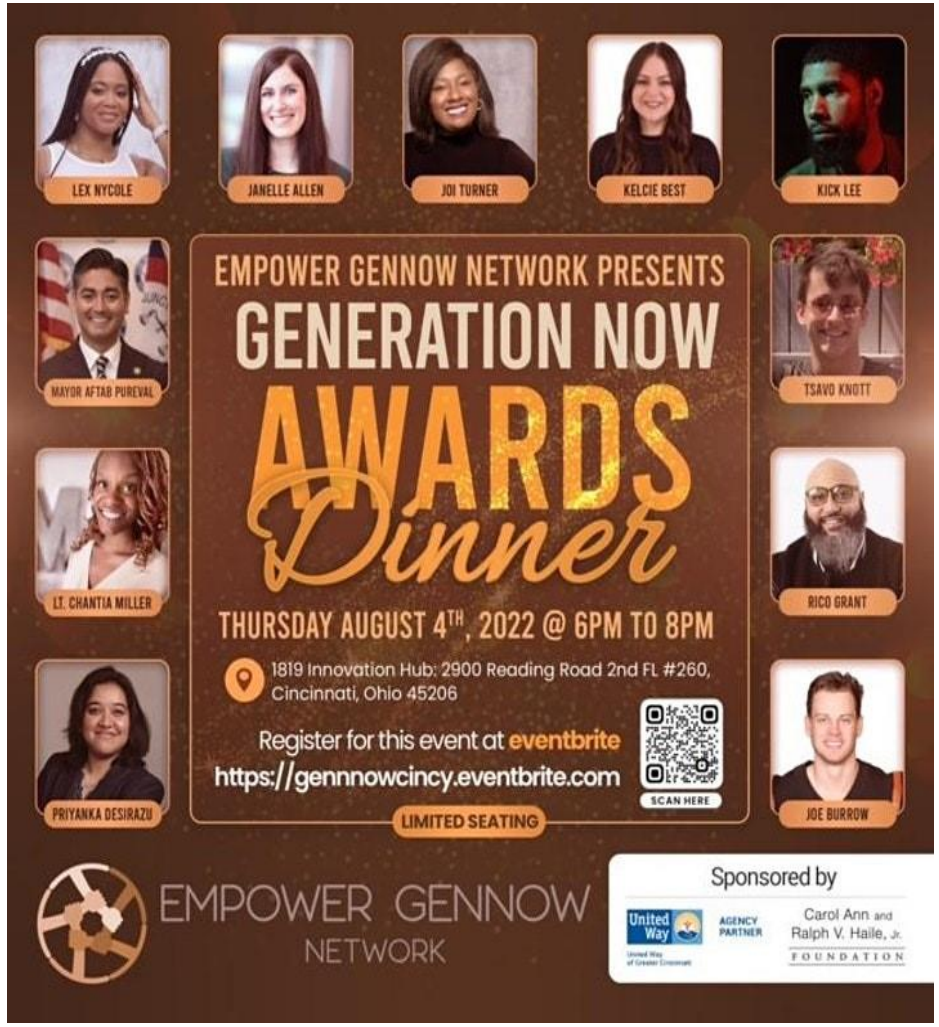
- Mentor for the Global Challenge Award Competition
- Mentor for the Agastya International Foundation
- Board of Directors: Growing Minds Initiative
- Mentor and Application Reviewer for the New York Academy of Sciences (1000 Girls 1000 Futures, Junior Academy)
- Mentor for Skillify and MentorNet
- Mentor for the Federation of Employability Academy (FEA)

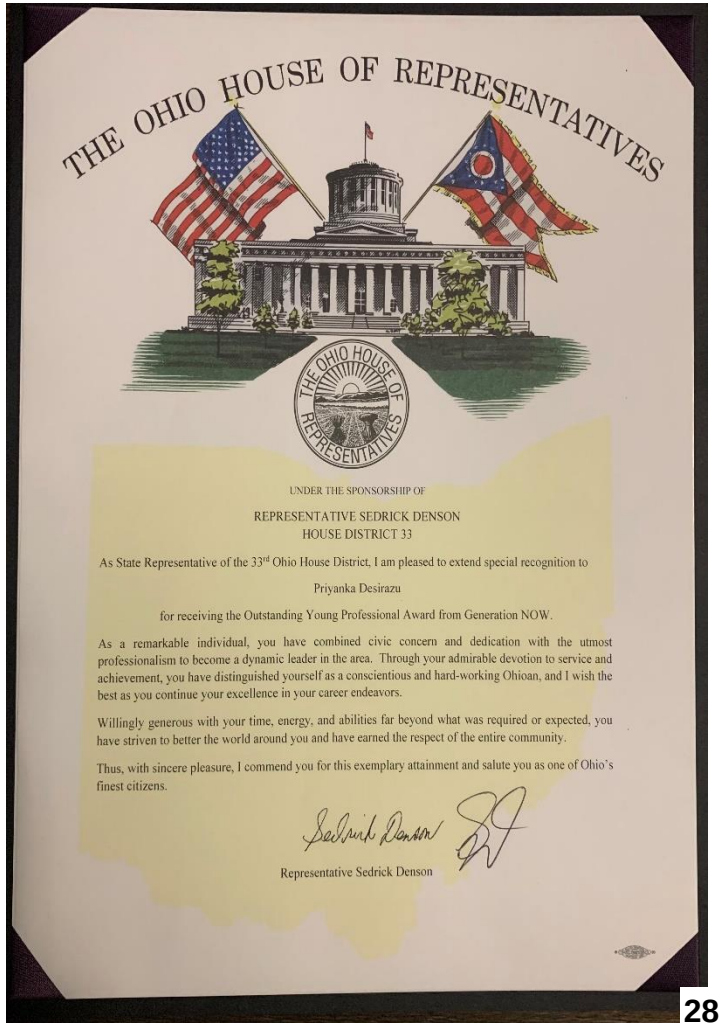
Advice for the Next Generation in STEM

- Build a strong technical foundation
- Seek additional experiences, explore every opportunity!
- Take the initiative
- Be mindful of others' time
- Pay attention to detail
- Communicate with clarity
- The importance of Networking
- Keep LinkedIn and CV up-to-date
- Don't dismiss entry level positons



GENERATION NOW Award 2022 by the Empower GEN-NOW Network Cincinnati





THE OHIO HOUSE OF REPRESENTATIVES

UNDER THE SPONSORSHIP OF

REPRESENTATIVE SEDRICK DENSON
HOUSE DISTRICT 33

As State Representative of the 33rd Ohio House District, I am pleased to extend special recognition to

Priyanka Desirazu

for receiving the Outstanding Young Professional Award from Generation NOW.

As a remarkable individual, you have combined civic concern and dedication with the utmost professionalism to become a dynamic leader in the area. Through your admirable devotion to service and achievement, you have distinguished yourself as a conscientious and hard-working Ohioan, and I wish the best as you continue your excellence in your career endeavors.

Willingly generous with your time, energy, and abilities far beyond what was required or expected, you have striven to better the world around you and have earned the respect of the entire community.

Thus, with sincere pleasure, I commend you for this exemplary attainment and salute you as one of Ohio's finest citizens.

Representative Sedrick Denson

For(bes)
THE CULTURE
50 CHAMPIONS

PRIYANKA DESIRAZU

2021 NOMINATIONS

Highlighting The Black And Brown Leaders Breaking Down Barriers In Underserved Communities

The inaugural For(bes) The Culture 50 Champions list honors Black and Brown industry leaders for their standout impact and service in underserved communities.

STEM MENTOR INTERVIEW

An exclusive interview with inspirational STEM Mentor: Priyanka Desirazu!

"If you do what you love, you have a higher chance of being successful. Always strive to better and do better every single day. What other people think of you is never as important as what you think of yourself."

Priyanka Desirazu is a Biomedical Engineer working in Clinical Research at the Cincinnati Children's Hospital Medical Centre. She got her Masters in Biomedical Engineering from the Johns Hopkins University before which she got her Undergraduate degree in Biotechnology Engineering from Sir MVIT in Bangalore, India. She has been a STEM Mentor for various organizations around the world since 2008 and was recently nominated to the Forbes 30 Under 30 Achiever's List. Priyanka is also an AutoCross car racer for the Sports Car Club of America and recently won the Cincinnati Regionals Championship Trophy. She traveling, cooking and writing.

12 March 2021

FEAIndia.org

FREEDOM EMPLOYABILITY ACADEMY
Free coaching for better jobs
ENGLISH | PERSONAL SKILLS | MOOCs

Certificate of Appreciation

Awarded to

Priyanka Desirazu

For your outstanding service and dedication in helping build the future of disadvantaged youth through mentorship and guidance at **Freedom Employability Academy**

SHIVALI ABROL, Mentorship Program Manager
PALLAVI VASISHTA, Mentor Coordinator
PANKAJ KAPAHI, Advisor
DEEPAK CHOPRA, Founder/CEO

USA - 7110 REDWOOD BLVD, #A NOVATO, CA 94945 | INDIA - VALMIKI TEMPLE 1, VASANT GAON NEAR C8/8, VASANT VIHAR, DELHI 110057

STEM 4 Everyone

PANEL INTERVIEW & Q/A WITH PRIYANKA DESIRAZU

Learn about her:
- **Experiences as a woman in STEM**
- **Mentorship & volunteering activities**
- **Advice for the next generation in STEM**

23rd May at 10:00 AM ET

Register @ https://stemforeeveryone.wixsite.com/events
For more details, contact s4e.outreach.contact@gmail.com

TED Women 2021

PRIYANKA DESIRAZU
INSPIRES ME TO
#TakeTheLead
STARZ | Forbes WOMEN

Clinical Research & Mentoring Experiences with Priyanka Desirazu

Heme Sapiens

Sun • 24min

In this episode Kylie Joe (She/Her) discusses with Priyanka Desirazu, a clinical research coordinator at the Cincinnati Children's Hospital Medical Center and a student mentor with MedNet. The two discuss the significance of reaching out and mentorship within the STEM world. Priyanka was also nominated to the "Forbes 30 Under 30 Achiever's List."

Apr 18 • 24min

WHAT NOW?

Questions?

E-Mail: priyanka.desirazu@gmail.com