

(b) The redesign effort shall include:

- (1) defining the core service activities of the service delivery system;
- (2) examining public or private organizations throughout the country that perform these core activities in an exemplary manner;
- (3) determining supplemental services;
- (4) analyzing the opportunities for unified action and organizational boundary change among the State agencies;
- (5) designing a new organizational and programmatic structure to most effectively deliver the identified services; and
- (6) developing a mechanism for evaluating the effectiveness of the new system;

(c) The Department of Labor, Licensing, and Regulation, the Department of Business and Economic Development, the Department of Health and Mental Hygiene, the State Department of Education, and the Maryland Higher Education Commission shall, as requested by the Department of Human Resources:

- (1) assist the Department of Human Resources to design the new system from the "ground up"; and
- (2) ~~contribute organizational resources necessary to build the system;~~
and
- (3) (2) assist the Department of Human Resources in implementing and evaluating the new system where appropriate;

(d) The Department of Human Resources shall:

- (1) implement the redesigned service delivery system as a pilot project in Anne Arundel County one jurisdiction on or before July 1, 2000;
- (2) ~~as part of the pilot project, integrate in the Glen Burnie Multi Service Center, on or before October 1, 1998, the staff and resources of the Anne Arundel County Department of Social Services Job Center, the Job Service, the Unemployment Insurance Office, and the Division of Rehabilitation, to improve the efficiency of customer service and reduce duplication of services;~~

(e) Funding, in an amount not to exceed \$1 million annually, from the savings provided under § 52(g)(3) of Article 88A of the Code, as enacted by Section 1 of this Act, shall be used to design, develop, implement, and evaluate the redesigned service delivery system required by this section; and

(f) The Department of Human Resources shall present a preliminary report on the redesigned service delivery system to the Joint Committee on Welfare Reform and, in accordance with § 2-1246 of the State Government Article, the General Assembly, on or before July 1, 1999 and shall present a final report on or before January 1, 2001.