

Details: 2507 N. Howard

MICA Social Design
Human Centered Design Challenge



Observations

"My favorite memory was working with the crew on my first job they taught me how to use a saws-all to cut a joist!"

"We break bread all the time."

"Employees approach me for help on administrative matters like hours, paycheck and taxes."



Insights

Experiences that prevent Details staff from getting hired easily are their greatest assets towards a self-organizing community

Advancing your career at Details relies more on a relationship than your own personal efforts.

Conventional system of career advancement at Details is reinforced by those already in power.

Pursuing personal goals to advance past challenges comes at a personal cost.

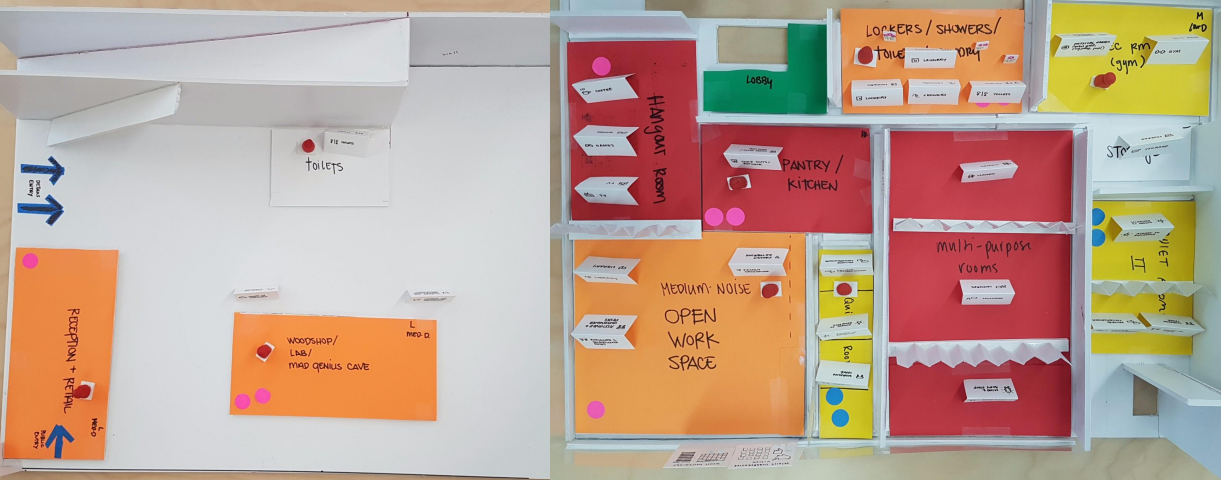
Despite Details' strong commitment to their staff, the benefits provided are underutilized.

Despite support structures in place, separation between ranks and location limits bonding.

How might we create a stability model for Details team members before, during and after their workday?



Spatial Recommendations



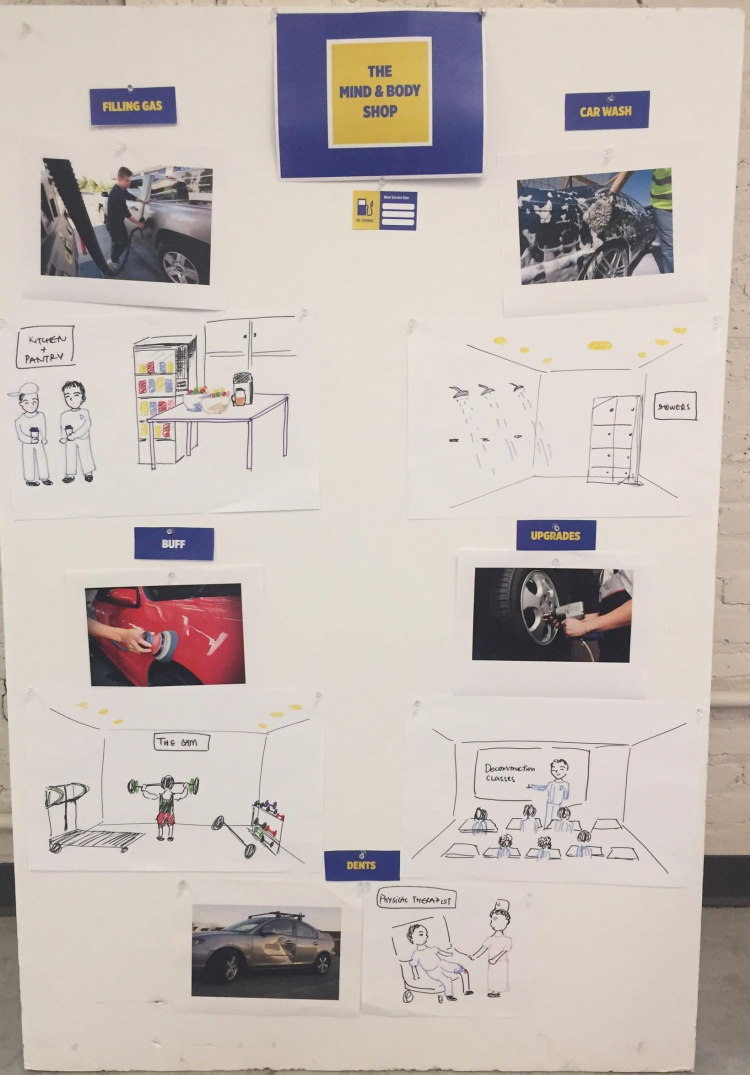
Responding to the needs expressed by the crew the focus for the space design was on what work needs to be performed in each space, versus who will occupy the space. The team also took into account the anticipated volume level and density of each room. The design includes showers, a laundry room, kitchen/pantry, relaxation and recreation space, a workshop and training space, and flexible meeting rooms. The design focused on opening up office space to facilitate more personal interactions, while accounting for the need for privacy with small, medium, and large conference rooms and offices.

Benefits: The design proposed by MASD included many of the initial elements that were included in Gensler's design, adapting a few spaces to better reflect the needs expressed by Details employees.

Challenges: Some of the design didn't account for the constraint of parking vehicles on the second floor, which was not included in the initial design prompt, and therefore will need to be adapted for the build.

A row of blue lockers in a school hallway. The lockers are arranged in a line, and one locker in the middle is open, revealing its interior. The lockers have small rectangular openings near the bottom. The background is a plain white wall, and a person's legs are visible on the right side of the frame.

Professional Recommendations



The Mind & Body Shop: Carve out time in crew members schedules for a “home rotation” day that they spend on site at 2407 N. Howard to access the services that interest them. Responding to the need for time to access services already being provided by Details and Humanim, 1-on-1 counseling becomes a “tuneup,” time at the gym and weight room becomes a “buff,” a stop in the Details kitchen becomes “filling gas,” and attending trainings in the workshop becomes visiting the “upgrades station.”

Benefits: Allows service access and choice to be driven by crew members, but empowers them with time to actually do it. Removes stigma of access through naming services in “auto” language.

Challenges: Initial work lost time will require an investment, but we believe that a healthier workforce will be a more productive workforce. Home rotation days will require coordination of services to be present during shorter, and specific, time periods.

OIL CHANGE

Next Service Due

James

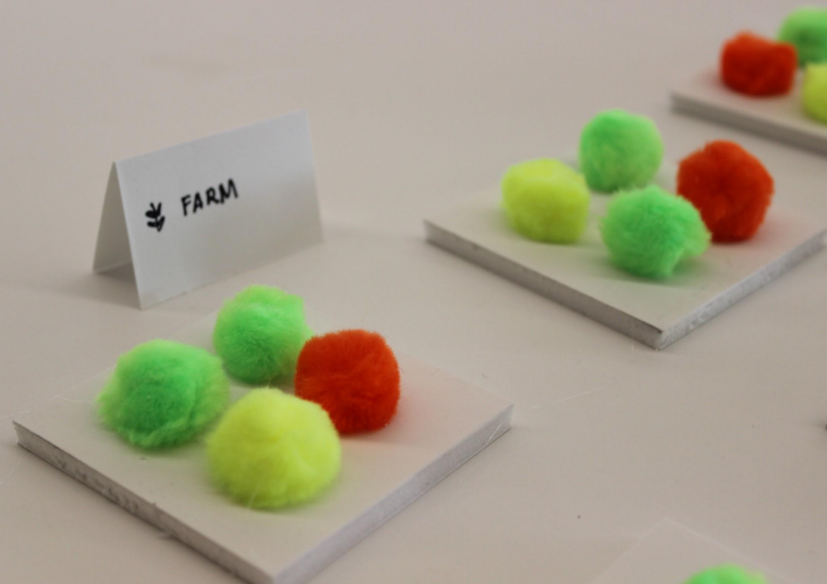
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12:30 pm



Personal Recommendations

Community Garden Space: With open space on the 3rd floor (roof), and a strong history of Details employees “breaking bread,” the community garden space is meant to be a source of ingredients that promote a meal cooking/sharing program amongst employees. Ideally, Details would partner with another social venture or non-profit program focused on food access or community gardening in Baltimore.



WHAT'S COOKIN' (good lookin')

_____ wants to make
_____ on _____.


_____ wants to make
_____ on _____.


_____ wants to make
_____ on _____.


_____ wants to make
_____ on _____.


● = signed off by management

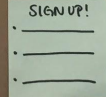
WHAT'S FRESH?

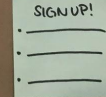

SIGN UP!



SIGN UP!



SIGN UP!

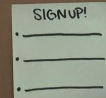

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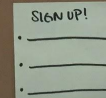

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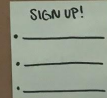

SIGN UP!



SIGN UP!


SIGN UP!


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SIGN UP!


SIGN UP!


SIGN UP!

Benefits: Opportunity to facilitate connection around meals and mealtime, source of food for Details family members.

Challenges: Requires consistent upkeep, relies on employees' presence in the space and interest in filling out the board.

Community Wall: A visual representation highlighting the company's shared sense of community that is posted in a public space, shared amongst crew and management, void of hierarchy, and allowing for interaction. The community wall may highlight where crews are currently working, have worked, or where individual crew members are interested in working in the future. It also has a happenings section with a Details events calendar and an event idea space for employees to contribute to.

WHAT'S HAPPENING

OCTOBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				STAR WARS NIGHT		
		BARBIE GLENN'S BIRTHDAY				
	POTLUCK MONDAY					BOBO FAMILY NIGHT
				BARBUS BIRTHDAY		
						HALLOWEEN PARTS!

EVENT IDEA BANK ORGANIZERS!

EVENT SUGGESTIONS: Fern Potluck! Harvest crops from our farm and cook them together! make a cake-etc?
Bekadette SUGGESTED IT!

EVENT SUGGESTIONS: Movie Night! let's watch Star Wars together!!
RANEE SUGGESTED IT!

EVENT SUGGESTIONS: _____ SUGGESTED IT!

EVENT SUGGESTIONS: _____ SUGGESTED IT!

EVENT SUGGESTIONS: _____ SUGGESTED IT!

EVENT SUGGESTIONS: _____ SUGGESTED IT!

EVENT SUGGESTIONS: _____ SUGGESTED IT!

DETAILS COLLABORATIVE VISION

NAME: _____ NEIGHBORHOOD: _____ STARTED DETAILS: _____

IN THE NEXT FIVE YEARS... _____

PERSONAL GOALS _____

SKILLS I WANT TO LEARN: _____ SKILLS I'VE LEARNED: _____

ACTIVE ZONES VISITED STICKERS

Benefits: Facilitates personal interactions and employee choice for social events and future work.

Challenges: Requires consistent upkeep, relies on employees' presence in the space and interest in filling out the board.