

OFFICE OF THE DEAF AND HARD OF HEARING

D11A04.01 EXECUTIVE DIRECTION

PROGRAM DESCRIPTION

The Office of the Deaf and Hard of Hearing (ODHH) advocates for and promotes the general welfare of individuals in Maryland who are deaf or hard of hearing. Under Title 9, Subtitle 24 of the State Government Article, the specific responsibilities of the office include the following services for deaf and hard of hearing individuals: (1) providing, advocating and coordinating the adoption of public policies, regulations and programs; (2) improving access to communication and to existing services and programs; (3) providing direct services as appropriate; (4) increasing public awareness of the needs and issues affecting deaf and hard of hearing individuals; (5) working with State and local agencies to ensure access to safety and emergency services, including the acquisition and distribution of visual smoke detectors; (6) developing a referral service; (7) serving as an information clearinghouse on the needs and issues affecting deaf and hard of hearing individuals; (8) working to increase access to educational, health and social opportunities; (9) working with private organizations, the Federal government and other units of State government to promote economic development; (10) working to eliminate underemployment and unemployment; (11) providing a network through which services provided by State and Federal programs can be channeled; and (12) promoting compliance with State, local and Federal laws and assisting in the development of policies to improve the lives of individuals who are deaf or hard of hearing.

MISSION

ODHH represents the Governor and his goal of promoting equal access for all Marylanders through providing expertise that enhances the general welfare of Maryland's deaf, hard of hearing and deafblind residents.

VISION

All Maryland citizens who are deaf, hard of hearing or deafblind will have equal and full access to resources, services and opportunities for participation in all aspects of community life.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. All deaf and hard of hearing citizens will have equal and full access to educational, health and employment resources and opportunities to fully participate in community life.

Objective 1.1 Maintain levels of technical assistance, awareness and sensitivity training sessions and other informational trainings each fiscal year to State and local government agencies.

Performance Measure	2009	2010	2011	2012
	Actual	Actual	Estimated	Estimated
Input: Number of requests from state and local government	196	221	225	235
Output: Number of responses to information requests	155	156	160	165
Instances of technical assistance provided	10	27	30	33
Number of trainings and information sessions provided	31	38	35	37

Objective 1.2 Continue coordination with Federal, State and local governments regarding policy issues and program development.

Performance Measures	2009	2010	2011	2012
	Actual	Actual	Estimated	Estimated
Output: Number of governmental entities involved in coordination of services to the deaf and hard of hearing through contact and /or involvement with ODHH	18	26	28	30
Number of council and taskforce meetings attended	45	52	52	52

OFFICE OF THE DEAF AND HARD OF HEARING

D11A04.01 EXECUTIVE DIRECTION (Continued)

Objective 1.3 Collect and maintain accurate data about the delivery of services from State agencies to Maryland's deaf, hard of hearing, and deafblind population. (Department of Information Technology - DoIT, Department of Health and Mental Hygiene - DHMH, Maryland State Department of Education - MSDE).¹

Performance Measure	2009 Actual	2010 Actual	2011 Estimated	2012 Estimated
Output:				
<i>Maryland Early Hearing Detection and Intervention Program, DHMH:</i> Number of infants with a confirmed identification of a hearing loss. (calendar year)	87	*	*	*
<i>Telecommunication Access of Maryland, DoIT:</i> telephone assessments provided	268	398	*	*
<i>Springfield Hospital Center, DHMH:</i> annual admissions to the deaf unit	27	16	*	*
<i>Division of Rehabilitation Services, MSDE:</i> number of deaf and hard of hearing individuals receiving Individualized Plans for Employment (Federal fiscal year)	1,869	1301 ²	*	*

Goal 2. Maryland citizens will be aware of the needs and issues affecting deaf and hard of hearing individuals.

Objective 2.1 Increase awareness of information and referral services provided by ODHH to community stakeholders and constituents.

Performance Measures	2009 Actual	2010 Actual	2011 Estimated	2012 Estimated
Input: Number of requests for assistance received from community stakeholders and constituents	833	1053	1063	1065
Output: Instances of assistance provided	442	525	530	535
Number of public announcements disseminated ³	361	505	515	520
Number of conference/expo exhibits	30	23	18	20

Objective 2.2 Maintain or increase levels of technical assistance, awareness and sensitivity training sessions and other informational trainings each fiscal year to stakeholder communities.

Performance Measures	2009 Actual	2010 Actual	2011 Estimated	2012 Estimated
Input: Number of requests for training/presentations and technical assistance	26	30	32	35
Output: Instances of training/presentations provided	23	17	17	20
Number of instances of technical assistance provided	3	13	15	18

Objective 2.3 Meet or exceed timeliness standards provided for email/phone (2 business days) and written communication (10 business days) each fiscal year.

Performance Measures	2009 Actual	2010 Actual	2011 Estimated	2012 Estimated
Output: Percentage of email/phone responded to within 2 business days	93%	96%	95%	95%
Percentage of written inquiries directly responded to within 10 business days	75%	100%	90%	95%

Note: * Measures for which data or estimates are not available.

¹ The section reflects data collected by other State agencies and is included to demonstrate the coordinating and oversight functions of the Office. ODHH collects and reports existing data, but is involved in neither the delivery of these services nor in the preparation of estimates therefore.

² This data reflects the first 10 months of the Federal fiscal year.

³ Includes notices of events, news, bulletins and activities of interest to the community.