

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, hard of hearing, or deafblind. Under Title 9, Subtitle 24 of the State Government Article, the specific responsibilities of the office include the following services for deaf, hard of hearing, and deafblind 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, hard of hearing, and deafblind individuals, ; (5) working with State and local agencies to ensure access to safety and emergency services; (6) developing a referral service; (7) serving as an information clearinghouse on the needs and issues affecting deaf, hard of hearing, and deafblind 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, hard of hearing, and deafblind.

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 to State and local government agencies each fiscal year.

Performance Measure	2010 Actual	2011 Actual	2012 Estimated	2013 Estimated
Output: Instances information and referral ¹	156	155	155	155
Number of trainings and information sessions provided	38	15	20	20
Number of incidents of technical assistance provided to government entities ²	27	18	20	20

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

Performance Measures	2010 Actual	2011 Actual	2012 Estimated	2013 Estimated
Output: Number of governmental entities involved in coordination of services to the deaf, hard of hearing and deafblind through contact and /or involvement with ODHH	26	30	30	30
Number of council and taskforce meetings attended	52	53	50	50

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 Current numbers indicate responses to external requests only; new tracking measures are being put in place to track all incidences.

² ODHH has been tracking technical assistance to government agencies but has not been reporting it.

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D11A04.01 EXECUTIVE DIRECTION (Continued)

Performance Measure	CY2010 Actual	CY2011 Actual	CY2012 Estimated	CY2013 Estimated
Output: <i>Maryland Early Hearing Detection and Intervention Program, DHMH:</i> Number of identified with hearing loss (Calendar Year)	92	*	*	*

Performance Measures	2010 Actual	2011 Actual	2012 Estimated	2013 Estimated
Output: <i>Telecommunication Access of Maryland, DoIT:</i>				
Telephone assessments provided	398	430	*	*
<i>Springfield Hospital Center, DHMH:</i>				
Annual admissions to the deaf unit ³	16	9	*	*
<i>Division of Rehabilitation Services, MSDE:</i>				
Number of deaf and hard of hearing individuals receiving Individualized Plans for Employment (Federal fiscal year)	1,306	1,609 ⁴	*	*

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	2010 Actual	2011 Actual	2012 Estimated	2013 Estimated
Input: Number of requests for assistance received from community stakeholders and constituents	1,053	1,131	1100	1100
Output: Instances of assistance provided	525	494	500	500
Number of public announcements disseminated ⁵	505	620	550	550
Number of conference/expo exhibits	23	17	20	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	2010 Actual	2011 Actual	2012 Estimated	2013 Estimated
Input: Number of requests for training/presentations and technical Assistance from community stakeholders	30	24	25	25
Output: Instances of training/presentations provided	17	15	15	15
Number of instances of technical assistance provided	13	9	10	10

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	2010 Actual	2011 Actual	2012 Estimated	2013 Estimated
Output: Percentage of email/phone responded to within 2 business days	96%	98%	95%	95%
Percentage of written inquiries directly responded to within 10 business days	100%	100%	95%	95%

Other Performance Measures

Number of videos produced by the Governor's and Lt. Governor's Office for which ODHH provided closed captioning	82 ⁶	76	75	75
Number of website updates	61	63	60	60
Number of hits to the ODHH website	7	7	2700	3000

* Measures for which data estimates are not available.

³ Maryland State Hospitals have adopted more stringent admissions criteria.

⁴ This data reflects the first 10 months of the Federal fiscal year.

⁵ Includes notices of events, news, bulletins, and activities of interest to the community.

⁶ Includes video captioning from start of Governor's term.

⁷ Due to a change in the Dept. of Information tracking system for website hits, this data will be reported beginning FY12.