



Governor's Office of the Deaf and Hard of Hearing Customer Service Overview

The Governor's Office of the Deaf and Hard of Hearing promotes the general welfare of Deaf and hard of hearing individuals in Maryland by addressing policy gaps, providing expertise related to Deaf and hard of hearing issues, and facilitating the ability to access resources and services.

The Office believes that all Maryland citizens who are Deaf or hard of hearing should have equal and full access to resources, services, and opportunities for participation in all aspects of community life through the provision of appropriate accommodations.

The Office is a policy coordination office of the Governor that is focused on advocating and coordinating the adoption of public policies, regulations, and programs. The current policy priorities of the Office includes the following:

1. Expansion of the Deaf Ecosystem to support current and aspiring Deaf and hard of hearing business owners in the aim of increasing economic empowerment by reducing underemployment and unemployment.
2. Development of a policy framework to address fraudulent and unqualified interpreters in the state.
3. Collaboration with state services, agencies, and programs to improve efficiency and quality of services.

Our Customer Service Promise describes our approach. Customer Service-related activities include:

1. Maintain the current status with tracking, responsiveness and time-to-resolution of correspondence. The Office responded to 96% of email, phone and in-person requests (557 such requests) within two business days, and 100% of written inquiries within ten business days. The Office also proactively sent out Community Service Announcements (CSA) to 829 citizens in 2014.

CHANGING Maryland for the Better

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

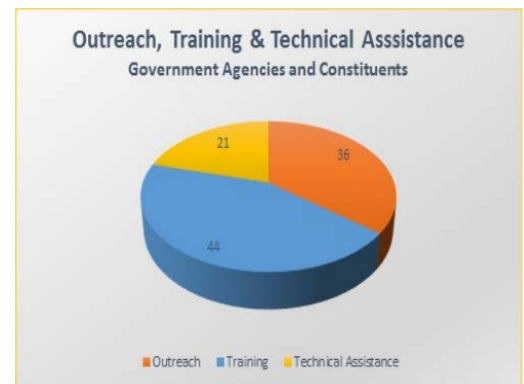
- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.



2. Improve agency services to help citizens and businesses accomplish their transactions with the state. For example, the Office worked with Maryland Commission for Civil Rights to provide instructions on the filing complaint process in American Sign Language videos.
3. Continue to increase the number of accessible online services the state provides for citizens and businesses. Examples in 2016 include the establishment of a pilot program providing closed captioning for live and archived videos, working collaboratively with the Department of Health and Mental Hygiene in posting a video on the Zika virus in American Sign Language with captions, and Maryland Commission on Civil (MCCR) Rights on videos in American Sign Language with captions focused on the grievance process.

Coordinate and collaborate with the Governor's Office and key state entities for significant events - examples in 2016 include the Legislative Awareness Day for the Deaf and hard of hearing at Annapolis, Rockville High School honoring the winners of the National Deaf and Hard of Hearing Academic Bowl Championship established by Gallaudet University in 1996, and the Governor's Citation Award ceremony for Mr. Nyle DiMarco, an internationally known actor, model, and dancer for his inspiring activism and advocacy for early language acquisition and bilinguals for Deaf and hard of hearing children.

4. Continue to update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
5. Proactively use social media to provide citizens and businesses with information about services, events and news that is relevant and significant.
6. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.



We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please visit our website at

<http://odhh.maryland.gov/>.

[Click here](#) for our three question customer experience survey.