

GOVERNOR'S OFFICE OF THE DEAF AND HARD OF HEARING



ANNUAL REPORT

JULY 1, 2019 - JUNE 30, 2020



TABLE OF CONTENTS

Governor's Letter	3
Director's Letter	4
Governor's Coordinating Offices	5
Responsibilities and Priorities of the Office	6
Priority 1: Deaf Ecosystem	7
Deaf and Hard of Hearing Business Owners	8
Deaf and Hard of Hearing Employees and Job Seekers	9
Priority 2: Sign Language Interpreters	10
The Need for Certified Interpreters	11
State Emergency Broadcasts	12
Priority 3: Improvement of State Services	13
Collaboration with Organizations	19
Room Naming Ceremony	21
COVID-19 Pandemic	25
Census 2020	31
Text to 911	32
Legislative Awareness Day	33
Office Keynote and Event Appearances	36
Communications	37
Maryland Advisory Council on the Deaf and Hard of Hearing	39
Managing for Results	41
Staff Biographies	44
Contact	45



Larry Hogan
Governor



Boyd Rutherford
Lt. Governor



Kelby Brick
Director

GOVERNOR'S LETTER

LARRY HOGAN

Governor

Maryland State House
100 State Circle
Annapolis, Maryland 21401



Dear Fellow Marylanders,

I am pleased to share with you the 2020 Annual Report prepared by the Governor's Office of the Deaf and Hard of Hearing.

The State of Maryland, as did the country, went through a difficult and unpredictable time with the coronavirus (COVID-19) pandemic. I am truly grateful for the valuable and tireless work the Maryland Governor's Office of the Deaf and Hard of Hearing has shown throughout the year, especially during the pandemic. Their proactive approach secured accessibility for all of Maryland's 1.2 million Deaf and hard of hearing individuals, including the statewide rollout of Text-to-911.

I was also most proud of Maryland's investment in the Deaf Ecosystem, expanding job opportunities with criteria requiring American Sign Language (ASL) fluency. With appropriate and direct cultural and linguistic services for the Deaf and hard of hearing community, the quality of services and the quality of life will tremendously increase.

As always, I remain committed to the office's three priorities, including the office's guidance on policy matters. Many other states have contacted Maryland for technical assistance on how they can emulate our work in various areas affecting Deaf and hard of hearing individuals. With Director Brick and the office's exemplary work and leadership, and the Deaf and hard of hearing community's support - together, we will change Maryland for the better.

Sincerely,

A handwritten signature in black ink that reads "Larry Hogan". The signature is written in a cursive, flowing style.

Larry Hogan
Governor

DIRECTOR'S LETTER

KELBY BRICK, ESQ., CDI

Director

Governor's Office of the Deaf and Hard of Hearing
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Dear Friends,

The Governor's Office of the Deaf and Hard of Hearing is proud to present our Annual Report for Fiscal Year 2020.

This has been a long year. With the support of the Deaf and hard of hearing community, the Hogan Administration was able to proactively move forward in guiding the state on policy matters and providing technical assistance in various situations, including our response during the coronavirus pandemic.

I am proud of the work in securing accessibility at all of Governor Hogan's press conferences to drive-thru testing sites, as well as providing over 200 ASL educational videos during the COVID-19 pandemic. In addition to increasing diversity on the Maryland Advisory Council on the Deaf and Hard of Hearing, we are grateful for the ongoing support from the council through these unprecedented times.

The Governor's office is dedicated to making Maryland a better place for 1.2 million Deaf and hard of hearing Marylanders to live, work, raise a family, and retire. Our work will never be complete, but we are proud of our ongoing successes.

As the office greets FY21, we continue to be a leader for our nation in access to education, jobs and support of the Deaf Ecosystem in changing Maryland for the better.

Warmly,

Kelby Brick, Esq., CDI
Director

GOVERNOR'S COORDINATING OFFICES

In Maryland, the Governor's Coordinating Offices directly serve as agents of the Governor. Each office holds specific knowledge and expertise in different fields, allowing for close collaboration, coordination, and information sharing with agencies and other entities across the state. In turn, the Governor has access to real-time knowledge of Marylanders' needs.

The tasks and priorities of the Governor's Coordinating Offices are aligned with the Governor's agenda. Similar to the Governor's Cabinet, the Coordinating Offices have a strong influence across state entities, departments, and agencies, allowing for extensive collaboration and consulting.

Governor's Office of Community Initiatives

Governor's Office of Service and Volunteerism

Governor's Office of Performance Improvement

Governor's Office of the Deaf and Hard of Hearing

Governor's Office of Crime Prevention, Youth, & Victim Services

Governor's Office of Small, Minority, and Women Business Affairs

All of the Governor's Coordinating Offices are located at 100 Community Place in Crownsville, Maryland.

To learn more about the work and duties of the Governor's Coordinating Offices, please visit: governor.maryland.gov/governors-coordinating-office.

RESPONSIBILITIES

The Maryland Governor's Office of the Deaf and Hard of Hearing was established in October 2001 through legislation (Chapter 537 of the Acts of the 2001 General Assembly). In accordance with the State Government Article, section 9-2407 of the Annotated Code of Maryland, the office 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 constituents 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.

PRIORITIES

The priorities of the office include the following:

DEAF ECOSYSTEM

Expanding the Deaf Ecosystem.

SIGN LANGUAGE INTERPRETERS

Addressing fraudulent and unqualified interpreters in the state of Maryland.

IMPROVEMENT OF STATE SERVICES

Collaborating with state services, agencies, and programs to improve efficiency and quality of services delivered to Deaf and hard of hearing Marylanders.

DEAF ECOSYSTEM

Expanding the Deaf Ecosystem to support current and aspiring Deaf and hard of hearing business owners in Maryland to reduce underemployment and unemployment.

Due to systematic barriers in society ranging from inaccessibility to limited educational training opportunities, the ability to secure long-term, well-paying employment has been difficult for Deaf and hard of hearing Marylanders. More than 80 percent of the Deaf and hard of hearing population are either underemployed or unemployed. Deaf and hard of hearing business owners have also faced societal barriers, hindering their ability to maintain and expand businesses.

The Deaf Ecosystem, a term coined by Director Kelby Brick, is a critical tool in combating the pervasive underemployment and unemployment that many Deaf and hard of hearing individuals experience. As commonly witnessed with many other minority groups, the Deaf and hard of hearing community's collective wealth and opportunities are often exploited and dispersed into the larger society. Because resources tend to leave the community, Deaf and hard of hearing individuals are disempowered with severe negative impacts on their socio-economic status.

To enable empowerment, purchasing power, and economic mobility of Deaf and hard of hearing individuals, the Deaf Ecosystem's fundamental approach is to retain and harness the collective socio-economic power within the community's individuals, organizations, and businesses through community collaboration and support. Examples include fostering an inclusive entrepreneurial environment where Deaf and hard of hearing individuals can realize their potential without any barriers, supporting and patronizing local Deaf and hard of hearing businesses, and hiring Deaf and hard of hearing professionals and employees. By working together and supporting one another, the Deaf and hard of hearing community is able to accomplish more than they can alone.

2x

Deaf and hard of hearing successful employment outcomes in Maryland have more than doubled in 2019.

Ultimately, a strong Deaf Ecosystem will lead to increased social and economic clout from the retention and expansion of jobs, resources, and wealth within the Deaf and hard of hearing community. The community's increased influence is leveraged to support the community in turn, creating a synergistic effect. The synergy leads to more healthy, productive, and empowered Deaf and hard of hearing constituents. Social, political, and economic barriers no longer stand in the way and discrimination is diminished.

Director Brick explains the concept and approach of the Deaf Ecosystem in this video: odhh.maryland.gov/deaf-ecosystem.

DEAF & HARD OF HEARING BUSINESS OWNERS

Deaf and hard of hearing owned businesses in Maryland continues to grow. These businesses have actively hired and recruited Deaf and hard of hearing employees, contributing to a robust Deaf Ecosystem in Maryland.



Deaf and hard of hearing business owners in Maryland from 2000-2020

To further support Maryland's Deaf and hard of hearing entrepreneurs and small business owners, the office visited incubators in Maryland and distributes a video series of #MarylandDeafEcosystem spotlights on social media featuring Deaf owned businesses and their services.

On a daily basis, the office connects state resources with Deaf and hard of hearing business owners. To connect business owners with the Deaf and hard of hearing community and Maryland at large, the office maintains a directory composed of Maryland Deaf and hard of hearing owned businesses at odhh.maryland.gov/directory/#dhhbizs.



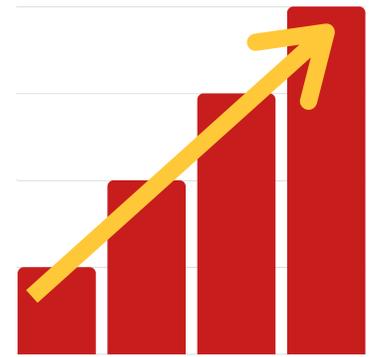
DEAF & HARD OF HEARING EMPLOYEES AND JOB SEEKERS

To ensure that all Deaf and hard of hearing Marylanders have an equal footing in employment, the office shares current and upcoming key state employment resources such as the Department of Rehabilitation Services (DORS), Telecommunication Access of Maryland, Maryland School for the Deaf, the Department of Disabilities, the Department of Health, and Deaf Culture Digital Library, among other agencies.

The office has frequently encouraged state agencies to hire Deaf and hard of hearing employees and contractors when serving Deaf and hard of hearing individuals. A part of this includes highlighting or emphasizing specific expertise or skillsets that have historically been ignored or undervalued by employers. Jobs have been posted that require ASL fluency, for example, the Maryland Relay Manager.

These initiatives created results in helping reduce unemployment rates in Maryland. Such statistics show that the Deaf Ecosystem is working, and may be the best approach that positively impacts the employment rates of Deaf and hard of hearing individuals anywhere in the country.

The office is working on gathering data for all Deaf and hard of hearing state employees in the hopes of hosting the state's first Deaf State Employee Summit.



Maryland agencies hiring Deaf and hard of hearing employees from 2000-2020



SIGN LANGUAGE INTERPRETERS

Addressing fraudulent and unqualified interpreters.

In the past years, the office has received numerous complaints and concerns about unqualified and fraudulent sign language interpreters from constituents and businesses across Maryland. Unqualified and fraudulent interpreters in courts, government, schools, hospitals, and many other settings can cause significant harm to Deaf and hard of hearing constituents by failing to convey information and effectively isolating Deaf and hard of hearing constituents from their community at large.

To ensure equitable communication and language accessibility for all Deaf and hard of hearing constituents in Maryland, the office monitors information on fraudulent practices involving unqualified sign language interpreters and refers constituents to the Maryland Commission on Civil Rights and the Office of Health Care Quality for follow-up.

In FY19, the office staff attended numerous town halls hosted by the community, and participated in nationwide conferences on interpreter quality and fraudulence. The office has been working to address many of these issues internally. In the meantime, the importance of RID-certified and qualified interpreters and Certified Deaf Interpreters have been a widespread message.

In FY20, the Maryland Legislature have been looking at ways to protect Deaf and hard of hearing individuals from fraudulent and unqualified interpreters. They asked the Governor's Office of the Deaf and Hard of Hearing to provide a response on ways to protect and serve users of sign language interpreting services. The response was submitted on September 1, 2020, outlining multiple elements that should be considered when identifying best policy options. These elements were used to identify a continuum of five strategic options to address this critical issue. An ASL video recap and the response is available to view at odhh.maryland.gov/JCR2020.

CENTRALIZED INTERPRETER FUND

The office has conducted research on ways to increase fiscal responsibility and improve the efficiency and quality of sign language interpreting services within state departments and agencies in Maryland. The office worked with the Department of Budget and Management to create a new comptroller code for all state agencies to use to record their expenditure activity on sign language interpreting services. The standard use of a single code will begin to enable an accurate assessment of cost savings and aid in the fiscal evaluation of establishing a centralized source for state procurement of sign language interpreter services. Preliminary findings indicate potential for cost-savings under a centralized budget while making the state government more efficient and responsive.

THE NEED FOR CERTIFIED INTERPRETERS

As required by state and federal law, private and public entities must provide qualified interpreters and other accommodations (such as real-time captioning) for Deaf and hard of hearing constituents. The office always advises entities to use interpreters who are certified from the Registry of Interpreters for the Deaf (RID). RID sets the minimum standards for interpreting since there is no policy framework in place.

Certification of sign language interpreters is extremely important to protect entities from liability exposure and miscommunication between both parties. Entities have the right to seek different bids from different agencies for the interpreting job. To view a listing of agencies in Maryland, please see: marylandcdl.org/interpreters.

The office has especially promoted the growth and use of the Certified Deaf Interpreter (CDI) profession, ensuring that CDIs are used in state emergency broadcasts in Maryland, the Governor's State of the State address, public official meetings, situations that involve the mental health setting, and meetings that involve children or DeafBlind constituents. Having fluency in various American Sign Language (ASL) dialects is critical and necessary for different interpreting situations. CDIs are the most able to provide high-quality services because American Sign Language is their primary and native language.



STATE EMERGENCY BROADCASTS

In the past, Deaf and hard of hearing constituents raised concerns about the absence of sign language interpreters during state emergency broadcasts, and if provided, the interpreters would often be cut off screen.

In FY16, the office developed and distributed a memorandum to media outlets in Maryland regarding the on-screen framing of the speaker and interpreter. Several recommendations were made, such as ensuring that the interpreter is fully on-screen rather than being cropped off-screen. The Hogan Administration has continued to demonstrate its commitment to accessibility for all Deaf and hard of hearing people including ensuring that press conferences are captioned and interpreted. This also includes the development of qualified Deaf interpreters.

This critical message continued to be spread in FY20 as the office continues their work with the Governor's Office, Department of Health, and Maryland Emergency Management Agency during COVID-19, becoming a model for the country: odhh.maryland.gov/broadcasts.



IMPROVEMENT OF STATE SERVICES

Collaborating with state services, agencies, and programs to improve efficiency and quality of services delivered to Deaf and hard of hearing Marylanders.

To improve the efficiency and quality of services provided to Deaf and hard of hearing Marylanders, the office collaborates with state programs and agencies on a daily basis. The office actively serves on and provides expertise to various advisory groups, boards, focus groups, and policy meetings.

EARLY LANGUAGE ACQUISITION AND BILINGUALISM

Across the country, many Deaf and hard of hearing children show up to school either without language or delayed in language, impacting them for the rest of their lives. This is because those children have not had access to language bilingually, with American Sign Language as a visual language, and English.

Not providing children early access to language has been an ongoing and recognized issue at the national level, the local level, and in Maryland's Early Hearing Detection and Intervention (EHDI) Advisory Council, which is composed of parents, professionals and Deaf individuals as well as a representative from the office.

Given that 90-95% of Deaf and hard of hearing infants are born to hearing parents who often have very little to no knowledge or command of American Sign Language (ASL), it is critical that we develop strong support systems for these families.

A part of that process is ensuring that parents be given accurate and critical information. A common misconception that often occurs is that ASL is a communication option rather than a bona fide language. Another misconception is that parents need to choose between ASL and English even though data repeatedly shows that these options are not mutually exclusive and that the best way to prevent language deprivation for most Deaf and hard of hearing children is to provide them with access to both languages within months of birth. There is no scientific basis for limiting Deaf and hard of hearing children's access to multiple languages.

In FY18, the office and the Maryland State Department of Education (MSDE) along with other agencies and stakeholders developed a Technical Assistance Bulletin (TAB) with the goal of providing Early Intervention providers and families information on how to support language acquisition of newly identified Deaf or hard of hearing children. The TAB provides detailed information on language development and promotion, as well as the importance of bilingual language development and how to support families with multilingual households.

To view the TAB, please see: marylandpublicschools.org/programs/Pages/Special-Education/TAB.aspx.

An updated one was released in 2020 during COVID-19: marylandpublicschools.org/programs/Documents/Special-Ed/TAB/20-04-DeafBlindCOVID19Pandemic.pdf.

EARLY LANGUAGE ACQUISITION AND BILINGUALISM (CONT.)

In the passing of SB677 (Support for Parents) in the 2019 Legislative Session, the Hearing Aid Loan Bank has been renamed to the Hearing Aid and Language and Communication Video Loan Bank. The office will assist MSDE to expand the bank to include videos and resources to help families learn ASL to communicate with their child.

Learn more: marylandpublicschools.org/programs/Pages/Special-Education/hearingaidloanbank.aspx.

MARYLAND DEPARTMENT OF HEALTH (MDH)

The office works closely with MDH with several of its departments and programs, including the Behavioral Health Administration, Developmental Disabilities Administration, and Office of Health Care Quality. The departments the office has worked with are listed below.

BEHAVIORAL HEALTH ADMINISTRATION (BHA)

The office serves on the statewide Behavioral Health Administration Advisory Council (BHAC) and chairs the Cultural and Linguistic Competence (CLC) Committee. The committee works on promoting and advocating for a culturally competent and comprehensive approach in Maryland's system. Through the committee and other departments, the office works on ensuring that Deaf/hard of hearing individuals are able to access quality behavioral health services.

In November 2018, ODHHS Policy Manager Jacob Salem became the Co-Chair of the CLC Committee. Since then, two major accomplishments transpired as a result of commitment and inclusive work by the CLC committee:

- In early 2016, the CLC committee proposed to draft a CLC plan as an instrumental effort to address the severe lack of cultural and linguistic competency among providers within the behavioral and mental field. Numerous drafts occurred throughout the years and the CLC plan was officially adopted and went into effect several months later in FY2020. In a corresponding move, BHA began offering CLC seminars across Maryland to educate LBHA/PBS/LAA about the importance of ensuring patients receive appropriate services by professionals with cultural and linguistic competency.
- The CLC committee has expanded to reflect representation across the State of Maryland through membership recruitment including parents of child with disabilities, caregivers, educators, therapists, social workers, members of underserved populations including Native Americans.
- In May 2019, the CLC committee has developed a vision statement: "Maryland behavioral health services will address systemic inequities, will be accessible, grounded in cultural humility, and responsive to the experiential and linguistic needs of each individual."
- In FY20, the CLC committee has preliminary established a criteria for appropriate review of CLC plans, how to best provide appropriate input, and offer consistent support to BHA in this capacity to maintain robust relations with LBHA/PBS/LAA.

DEVELOPMENTAL DISABILITIES ADMINISTRATION (DDA)

The office has provided technical assistance to DDA with regards to the areas of support services for Deaf individuals with developmental disabilities. In a corresponding move, DDA has developed a survey to collect information from over 100 providers in Maryland and the data analysis anticipates to be conducted to identify gaps in the areas of services.

OFFICE OF HEALTH CARE QUALITY (OHCQ)

The office works closely with OHCQ in various capacities and frequently refers constituents to file formal complaints with OHCQ for appropriate response. OHCQ licenses and certifies facilities and programs throughout Maryland. OHCQ surveys these facilities and programs to determine compliance with state and federal regulations, which set forth minimum standards for the delivery of care.

DEAF CULTURE DIGITAL LIBRARY (DCDL)

DCDL is a one stop information center that will provide Maryland residents, local public library staff, college and university librarians, and other libraries with access to online resources on Deaf culture, a comprehensive electronic put on an independent server, Deaf cultural programs, and training programs for library staff. DCDL is one of only two departments that have the requirement of the coordinator being Deaf or hard of hearing written in law.

The office works closely with DCDL to provide guidance and assistance. Policy and Communications Manager TraciAnn Hoglind serves on DCDL's advisory board. In May, DCDL celebrated its 5 year anniversary and created a collaborative video with the office to announce a new contract with a Deaf owned website developer (Eyeth Studios) to redesign the DCDL website and put it on an independent server. Watch the video announcement: [facebook.com/watch/?v=2278493099067970](https://www.facebook.com/watch/?v=2278493099067970).

In September 2020 after Coordinator Susan Cohen retired, Montgomery County Public Libraries posted a job opening for a new coordinator, requiring the person filling the position to be Deaf or hard of hearing.

DEAFBLIND SERVICES

The office continues to advocate for improved access to services for DeafBlind Marylanders. The office sits on several work groups in different state agencies, including Maryland Relay, the Division of Rehabilitation Services, and the Department of Disabilities.

Maryland Relay's work group focuses on strengthening telecommunications access for DeafBlind constituents while the Division of Rehabilitation Services' work group works towards finding effective ways for the community and partners to provide specialized and sustainable services to help increase economic self-sufficiency and competitive employment outcomes for DeafBlind Marylanders.

DEPARTMENT OF LABOR

The office received concerns from constituents about accessibility at Workforce Centers across the state of Maryland. Collaborative work is ongoing between the office and Department of Labor to ensure on-site interpreting and video remote interpreting access at all sites as well as cultural competency training.

MARYLAND INSURANCE ADMINISTRATION (MIA)

The office routinely refers constituents to the Maryland Insurance Administration for issues with health insurance, and collaborated with the agency to work on initiatives for Deaf constituents to receive direct services with providers who are Deaf or ASL fluent that are out-of-network to be covered at the in-network cost.

MARYLAND COMMISSION ON CIVIL RIGHTS (MCCR)

The office referred constituents to file formal complaints with MCCR, provided scope of information about the process, operated as a person of contact for technical assistance in appropriate areas, including employment discrimination. Jeff Rosen, Esq., a Deaf lawyer, was appointed to serve on the Commission for a six-year term. Commissioners' duties: mccr.maryland.gov/Pages/Commissioners.



Jeff Rosen is a longtime attorney and advocate for Deaf, civil, and human rights. Rosen was appointed by President Obama to be chairperson of the National Council on Disability.

MARYLAND DEPARTMENT OF DISABILITIES (MDOD)

The office provided technical assistance for MDOD's various projects including emergency preparedness.

MARYLAND DEPARTMENT OF HUMAN SERVICES (DHS)

The office has referred Deaf constituents in need of public assistance to the Department of Human Services.

MARYLAND DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

The office and DPSCS interacted in various capacities from human resources department, training commission, and law enforcement services along with ensuring compliance with the settlement emanating from the Jarboe, et al v. Maryland Department of Public Safety and Correctional Services (DPSCS), et al, settlement in the U.S. District Court of Maryland.

The office established a relationship with DPSCS through its various commissions to learn about police academies as well as the overall function of licensing and training. Office staff observed one of their training classes that specifically focuses on interacting with individuals with intellectual and emotional disabilities. Opportunities for improvements in the area of serving Deaf constituents have been identified in the area of learning objectives which are to be established by the commission.

MARYLAND DIVISION OF REHABILITATION SERVICES (DORS)

The office assisted with recruitment promotion of employment opportunities, distributed information about enacted statutory laws, and supported the DORS in various areas relating to Deaf Ecosystem and policies.

MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)

GODHH and Department of Housing Community Development began working together to identify state funds available for housing while discussing the best model as appropriate for the State of Maryland.

MARYLAND MOTOR VEHICLE ADMINISTRATION (MVA)

The office and Maryland Vehicle Administration collaborated to address the quality of services for Deaf constituents and provided technical assistance in the area of accessibility.

BALTIMORE VICTIM WITNESS UNIT

The office provided the Baltimore City's Victim Witness Unit with appropriate resources and provided technical assistance in terms of ensuring interpreters being arranged are certified themselves and emphasized the importance of using certified Deaf Interpreters in case of interaction with minors as well as Deaf individuals with limited literacy.

PUBLIC WORKS FREDERICK

The office made an appropriate referral on behalf of DeafBlind constituents to the Public Works Frederick for safety improvements within the City of Frederick including installment of sidewalks, new signals, and various conditions as applicable. Public Works Frederick works closely with Frederick Police, Traffic Engineering, and Department of Public Works - Traffic Lines.

TELECOMMUNICATIONS ACCESS

Ensuring the safety of Maryland's Deaf and hard of hearing citizens is a top priority for the office. In the past year, the state has worked on updating 1960s-era emergency systems by setting up text-to-911 infrastructure to roll out to the counties' public safety answering point (PSAP) locations. Emergency calls are received and handled at the counties' PSAPs. As the location for the Maryland School for the Deaf, Frederick County was the first county in Maryland to adopt the text-to-911 technology in 2015. Since then, over 15 counties have adopted functional capacities and there are 8 counties remaining to join.

With the majority of the country's population now using cell phones instead of landline phones and that 70% of 911 calls coming from cellular users, it is critical that all citizens, especially Deaf and hard of hearing individuals, are able to text to 911 for emergencies.

TELECOMMUNICATIONS ACCESS (CONT.)

In addition to being able to text 911, access to high-speed internet is critical for Deaf and hard of hearing residents who use videophones to make and receive phone calls. In FY18, Governor Hogan announced a public-private partnership with Microsoft Corp. and Declaration Networks Group, Inc (DNG) to expand rural broadband access in Garrett County, Maryland.

In FY20, Maryland Relay has been rehomed to the Department of Disabilities. The office assisted with the transition from the Department of Information Technology. Legislative changes in this process included the requirements of:

- The Director shall be an individual who is Deaf, hard of hearing, DeafBlind, or speech disabled and is a user of telecommunications relay services.
- The Director shall advise the Department and the Secretary of Disabilities on regulatory policy and the administration of the Universal Service Trust Fund.

These legislative changes that the office pushed for were critical and continue to be unique across the country.

Access to affordable and reliable internet service is critical for Maryland's Deaf and hard of hearing businesses, families, and students to thrive in the Deaf Ecosystem and fully participate in the digital economy. To read the full press release, please see: governor.maryland.gov/2018/04/24/governor-hogan-announces-maryland-selected-for-national-rural-broadband-public-private-partnership/.

HEARING ACCESSIBILITY ADVISORY BOARD

In 2019, Maryland passed a legislation requiring facilities and buildings receiving state funds to install a hearing loop system during renovation or construction. The Hearing Accessibility Advisory Board (HAAB) has been established under the Department of General Services to help provide oversight of this legislation.

The role of HAAB is to monitor compliance and in accordance with the legislation, consult with stakeholders, make recommendations, and investigate filed complaints. HAAB also considers waivers from the legislation submitted by companies and individuals.

Policy Manager Jacob Salem currently sits on the Board, of whom include individuals who use hearing loop systems, organizations that represent people with hearing loss and have background, experience and knowledge of the use of assistive listening systems and devices and experts within the field.

COLLABORATION WITH ORGANIZATIONS

Collaborating with organizations that support the community to improve efficiency and quality of services delivered to Deaf and hard of hearing Marylanders.

To improve the efficiency and quality of services provided to Deaf and hard of hearing Marylanders, the office collaborates with organizations on a daily basis. The office actively serves on and provides expertise to various advisory groups, boards, focus groups, and policy meetings.

DEAF INDEPENDENT LIVING ASSOCIATION (DILA)

The Deaf Independent Living Association offers residential services for Deaf adults with developmental disabilities. The office attended DILA's town hall to learn about alternative living units and offered support in the area of connecting with state resources. In an ongoing partnership with DHCD, the office supports DILA's pursuit of available funds for a possible expansion of residential services across Maryland.

NATIONAL ASSOCIATION OF STATE AGENCIES OF THE DEAF AND HARD OF HEARING (NASADHH)

The National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH) functions as the national voice of state agencies serving Deaf and Hard of Hearing.

Along with the Virginia Department for the Deaf and Hard of Hearing (VDDHH), the office helped sponsor and organize NASADHH's 2019 annual meeting that took place in both Maryland and Washington, DC. The office and VDDHH also represents NASADHH at the monthly Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN) national meetings.

NATIONAL DISABILITY INSTITUTE & BANK OF AMERICA

The office was chosen as one of three state representatives (along with Texas and Utah) across the country to be a lead partner in the Financial Empowerment Initiative. The initiative seeks to improve ASL communication access to banking, savings, and other critical financial education and services, as well as expand awareness and application of financial capacity strategies through ASL in the Deaf community. Financial education topics are based on the needs of each Deaf/hard of hearing community and may include becoming banked, budgeting, repairing credit, work incentives counseling, and addressing other financial challenges. All projects will also learn about the benefits of becoming Achieving Better Life Experience (ABLE) account owners.

Workshops had to be cancelled due to COVID-19, but the office collaboratively worked with other stakeholders to develop five ASL videos to release online and on social media. The videos are available at odhh.maryland.gov/financial-education.

BALTIMORE CITY ASSOCIATION OF THE DEAF (BCAD)

BCAD is a new Maryland organization that seeks to provide advocacy and services to the Deaf, DeafBlind, and hard of hearing individuals in Baltimore City. The office provides support to the organization as needed. BCAD was also a collaborator in hosting Legislative Awareness Day (LAD) 2020.

HOWARD COUNTY ASSOCIATION OF THE DEAF (HCAD)

HCAD serves and represents the Deaf community in Howard County and has been a long-time advocate in matters regarding accessibility to legislation. The office provides support to the organization as needed. HCAD was also a collaborator in hosting LAD 2020.

PRINCE GEORGE'S COUNTY ASSOCIATION OF THE DEAF (PGCAD)

PGCAD is a new Maryland organization with the goal of enhancing the quality of Deaf residents in Prince George's County. The office provides support to the organization as needed. PGCAD was also a collaborator in hosting LAD 2020.

REGULAR EXTERNAL MEETINGS AND COUNCILS

The office regularly participates and contributes in meetings and serves on various councils, including:

- Early Hearing Detection and Intervention
- Behavioral Health Advisory Council
- Cultural and Linguistic Competency Committee
- Deaf Culture Digital Library
- Maryland Alliance of Disability Commissions and Committees
- Maryland Advisory Council on the Deaf and Hard of Hearing
- Deaf and Hard of Hearing Consumer Advocacy
- NASADHH Network Monthly Meetings
- Howard County Commission on Disabilities
- Community College of Baltimore County - Catonsville ASL and Interpreter Program Advisory Council
- Maryland State Department of Education

ROOM NAMING CEREMONY

The Governor's Office of Deaf and Hard of Hearing honored two distinguished Deaf individuals by naming facilities in their honor during a ceremony on September 13, 2019 held in Crownsville, MD during Deaf Awareness Month. The Dr. Gertrude Galloway Conference Room and the Dr. Ernest Hairston Suite Office will now be the meeting places to host those visiting the Governor's Office.

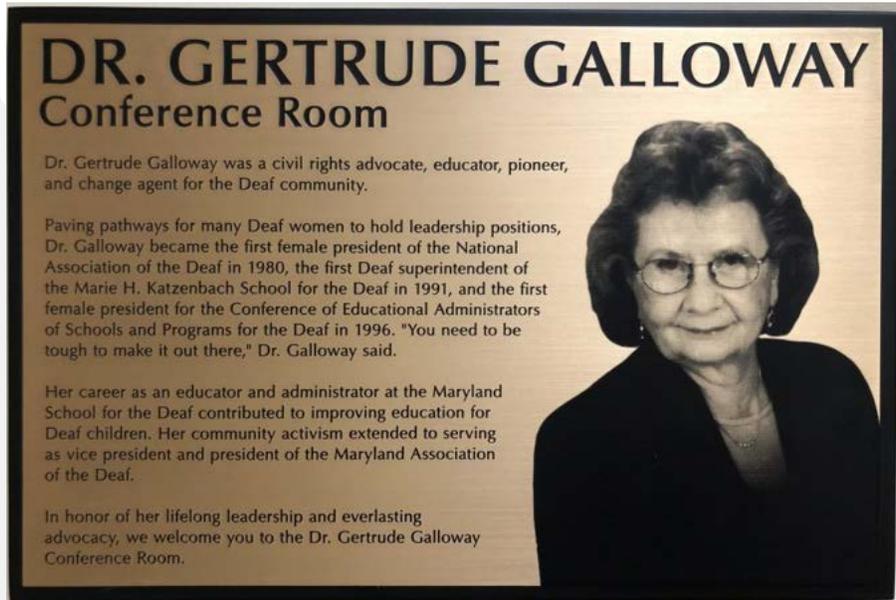
Prominent guests during the ceremony included Dr. Galloway's daughter, who flew in from Texas, and Dr. Hairston with his family. The event also hosted community representatives from various Deaf and hard of hearing advocacy organizations, including the National Association of the Deaf, National Black Deaf Advocates, Maryland School for the Deaf and the Maryland Advisory Council on the Deaf and Hard of Hearing.

"We are proud to honor community members who have created such significant positive change for the Deaf and hard of hearing community. Every single day as we enter the suite office and meet in the conference room, we will always be inspired to continue their advocacy for accessibility and equity."

- Director Kelby Brick



ROOM NAMING CEREMONY



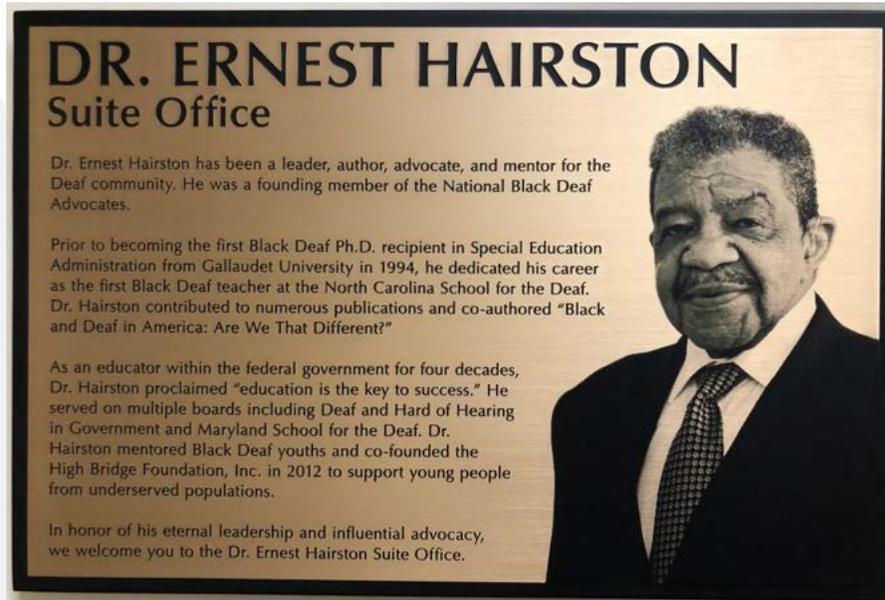
DR. GERTRUDE SCOTT GALLOWAY

Dr. Galloway was a women's rights advocate, activist, civil leader, educator, and pioneer. At the time of the mid and late 20th century, there was gender inequality, along with a lack of Deaf female role models. That did not stop Dr. Galloway, who brazenly said "You need to be tough to make it out there." With her determination and courage, she was a trailblazer with many firsts and achievements. She was the first woman to be elected president of the National Association of the Deaf (NAD). She was the first Deaf superintendent of the Marie H. Katzenbach School for the Deaf (MKSD), now known as New Jersey School of the Deaf. She was also the first woman president for both the Conference of Educational Administrators of Schools Programs for the Deaf, and the Deaf Seniors of America. She passed away in 2014.

Dr. Galloway's roots in Maryland began when she taught math at Maryland School for the Deaf (MSD) in 1970 while receiving her masters in Deaf Education from Western Maryland College (now McDaniel College). As her career developed, she became assistant principal at MSD's Columbia campus in 1973, while also teaching psychology and women's studies at Hood College and Western Maryland College for several years. On top of her leadership firsts and activism built over the years, she was also the vice president and president of the Maryland Association for the Deaf, the vice president of Gallaudet College Alumni Association (GCAA), and the president of the Maryland state chapter of the GCAA. Additionally, she was the chair of the National Commission on Equal Education Opportunities for Deaf Children.

Dr. Galloway was a pioneer not only for Deaf rights, but also Deaf women's rights. She paved the way for many Deaf women to be able to hold leadership positions, and her work for improving education for the children of the Deaf community has been invaluable.

ROOM NAMING CEREMONY



DR. ERNEST HAIRSTON

Dr. Hairston is a leader, activist, advisor, teacher, author, and pioneer in the Deaf community. He experienced segregation and integration, and stood tall throughout. He became the first Black Deaf recipient of a Ph.D. in Special Education Administration. In 1971, Dr. Hairston worked with the U.S. Department of Education and contributed to a number of positions, including Associate Division Director, Chief of the Captioning and Adaptation Branch, Education Program Specialist, and Project Manager. He has also published numerous professional papers and articles, and co-authored a book, "Black and Deaf in America: Are We That Different?"

Dr. Hairston was a founding member of the leading advocacy organization of Black Deaf and Hard of Hearing people in the United States, the National Black Deaf Advocates (NBDA), of which there is also a prominent chapter in Maryland. He also served on the Board of Trustees for the Maryland School for the Deaf and has been a contributor to the local community in Maryland. Dr. Hairston also served on the Board for the Deaf and Hard of Hearing in Government and provided valuable guidance to numerous companies and organizations, including NAD and NBDA.

He is currently the Director of Artistic Sign Language for the Kennedy Center for the Performing Arts sign-interpreted productions and performances. On top of his renowned work and accomplishments, Dr. Hairston established the High Bridge Foundation in 2012 with his wife, which promotes the well-being of young people from underserved populations, including new immigrants, adoptees, people with disabilities, and those in need of financial help, to pursue higher education. He also mentors many Black Deaf youths in the DMV area.

Dr. Hairston is a role model in the Black Deaf community for his educational pursuits, accomplishments, and community contributions. Dr. Hairston has shown passion in his work and successfully advocated and created changes in improving lives of many.

ROOM NAMING CEREMONY

To see highlight videos of the event, visit our [Instagram page](#) and [watch this YouTube video](#).



COVID-19 PANDEMIC

When the coronavirus (COVID-19) pandemic reached Maryland, the Hogan administration managed the state's response by being transparent, keeping Marylanders fully informed, taking actions based on detailed planning, and making decisions based on the facts on the ground. By establishing the standard for accessible press conferences to keep constituents informed, the office has provided technical assistance to other states in emulating Maryland's model.

The office worked with multiple stakeholders to ensure accessible information and services for 1.2 million Deaf and hard of hearing Marylanders. A few examples:

COVID-19 PRESS CONFERENCES

The office coordinated accessibility for the Governor's press conferences, including:

- Certified Deaf Interpreting team at Governor Hogan's press conferences
- Live CART captioner at Hogan's press conferences
- ASL video recaps with major takeaways after press conferences, accessible with captions, visual description, and a transcript

MARYLAND DEPARTMENT OF HEALTH

The office worked closely with MDH by providing policy guidance and technical assistance, including:

- COVID-19 Testing Drive-Thru Protocol for Deaf, Hard of Hearing, and DeafBlind Patients Policy Guide
- Full accessibility (interpreters, captioning, hearing loop systems, etc.) at all state operated drive-thru testing sites
- Guidance and Preparedness for Infection Control and Prevention of COVID-19 in Facilities Serving Deaf, Hard of Hearing, DeafBlind Individuals Policy Guide
- Full accessibility (interpreters, captioning, hearing loop systems, etc.) at all state operated pop-up hospital sites
- COVID-19 website pages provide links to ASL videos



COVID-19 PANDEMIC

MARYLAND DEPARTMENT OF DISABILITIES

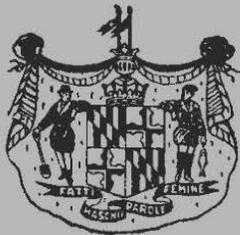
The office collaborated with the Department of Disabilities to ensure accessibility was secured for all people with disabilities.

MARYLAND EMERGENCY MANAGEMENT AGENCY

The office worked with the Emergency Management Agency in releasing ASL accessible videos and information via MD Ready 898-211 text messaging.

With our collaborative efforts, Governor Hogan issued an executive order ensuring that workers who provide important support services to the disabled will be treated as health care providers under the recently-enacted Families First Coronavirus Response Act. This order officially recognizes the essential function of services for the disabled—including in-home care, interpreting services, social services, and support systems for substance abuse and mental illness—and designates those who provide these services as essential health care providers. Read the executive order at governor.maryland.gov/wp-content/uploads/2020/04/Disability-Services-3.31.20.pdf and watch the ASL video at youtu.be/KRwqge_jVQI.

All COVID-19 related information concerning the Deaf and hard of hearing community, including the office's ASL video announcements and links to Governor Hogan's coronavirus webpages, are available at odhh.maryland.gov/coronavirus.



The State of Maryland

Executive Department

ORDER OF THE GOVERNOR OF THE STATE OF MARYLAND

No. 20-03-31-02

DETERMINING THAT DISABILITY SERVICES PERSONNEL ARE HEALTH CARE PROVIDERS
NECESSARY FOR MARYLAND'S RESPONSE TO COVID-19

WHEREAS,

A state of emergency and catastrophic health emergency was proclaimed on March 5, 2020, and renewed on March 17, 2020, to control and prevent the spread of COVID-19 within the state, and the state of emergency and catastrophic health emergency continue to exist;

COVID-19 PANDEMIC

On top of working with multiple state agencies and community members, the office worked tirelessly to communicate official state announcements in an accessible and transparent way. We have released over 200 ASL videos, all with captioning, visual descriptions, and transcripts.

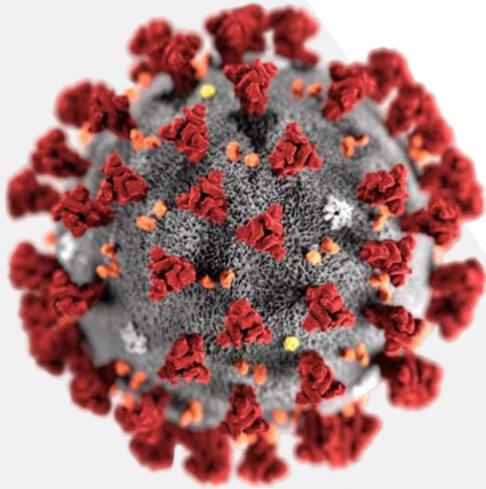
In addition to office videos, community members also stepped up to assist in creating and developing FAQ videos. These videos are available to view at odhh.maryland.gov/COVID19FAQ.

200+
**ASL ACCESSIBLE
COVID-19 VIDEOS
RELEASED**



COVID-19 PANDEMIC

Videos also included special guests such as Lieutenant Governor Boyd Rutherford, Maryland Advisory Council on the Deaf and Hard of Hearing (MACDHH) Chair Dr. Larry Gray, MACDHH members, Deaf organization leaders, and community members. With their support, the Deaf and hard of hearing community is informed and aware of executive orders, recovery planning, and preventive measures.



Over 200 videos discussed the following topics:

- COVID-19
- Education
- Essential Activities
- Eviction
- Masks
- Mental Health
- Telehealth
- Recovery Plans
- Senior Citizens
- Special Tax Filing and Payment Relief
- Testing
- Unemployment Insurance

The Federal Emergency Management Agency (FEMA) also recognized the office's videos regarding accessibility in testing sites and shared these as an example of best practices.



Join the #MasksOnMaryland Challenge!

6 weeks ago · 2.1K Views



YOUR VOTE COUNTS!

6 weeks ago · 4K Views



Need Public Benefits?

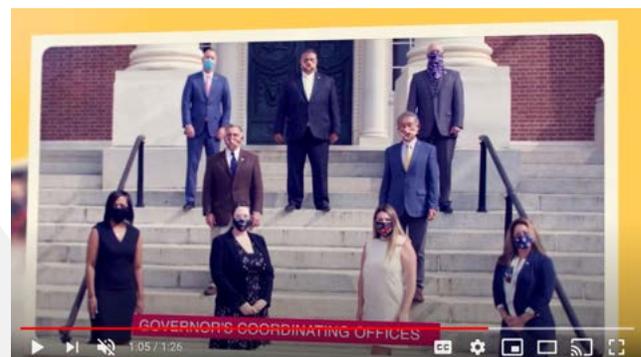
7 weeks ago · 3.2K Views



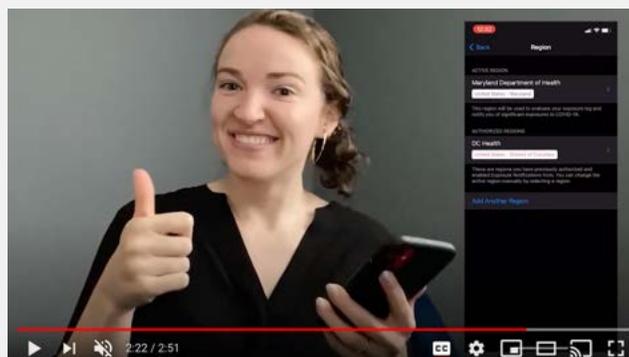
COVID-19 PANDEMIC

Campaign video efforts in support with Governor Hogan and Maryland Department of Health's messaging include the following below. Click on each video to watch on YouTube.

MASKS ON MARYLAND



GET TESTED



COVID-19 PANDEMIC

MESSAGES FROM STATE LEADERS



As COVID-19 continues to spread after FY20 and with vaccinations upcoming, the office remains hard at work in support for Governor Hogan and Maryland Department of Health's response and recovery plan to slow the spread and keep our Marylanders safe and healthy.

"This virus does not care if you are tired of it. It does not care if you have holiday plans... Marylanders helped crush the curve once, and we can - and will - do it again with your help."

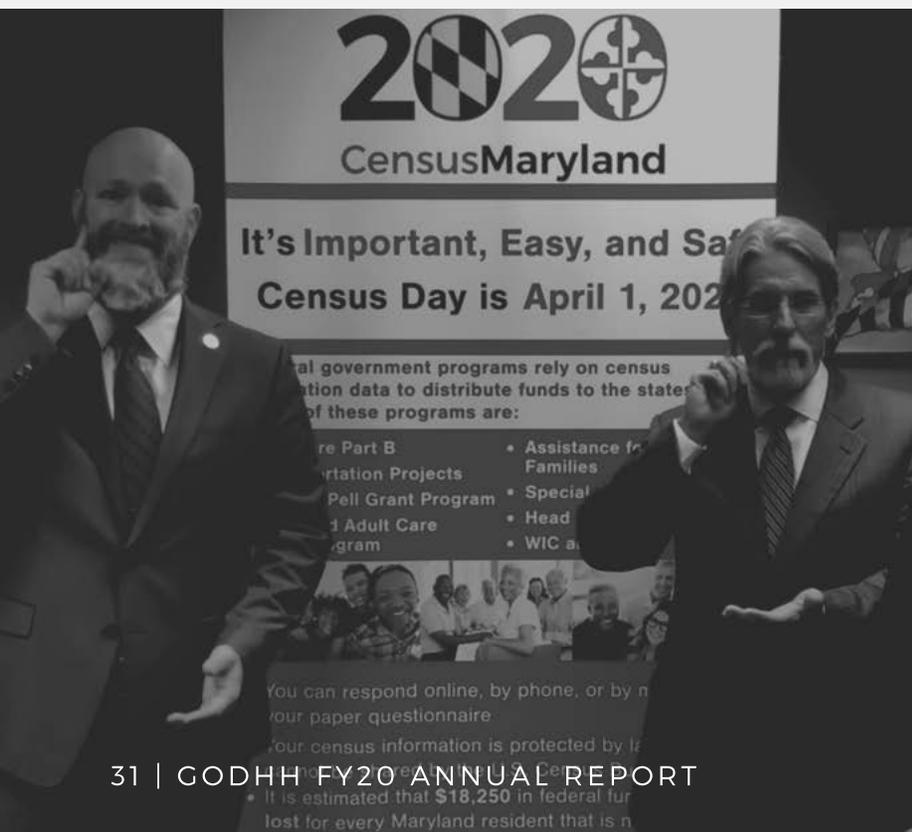
- Governor Larry Hogan

CENSUS 2020

A collaborative state effort was put into the planning and outreach of the Maryland Census 2020. Nearly when the census campaign plan was announced, the office collaborated with the Department of Planning to ensure the census was accessible for Deaf and hard of hearing Marylanders and created an ASL video announcement highlighting the census is important, easy, and safe. The office arranged for Certified Deaf Interpreting teams for census related press conferences and helped push out campaigns via social media and newsletters.

"While the process of the 2020 Census was most definitely not what we anticipated, the outcome is better than we'd even hoped. Not only did we surpass our 2010 self-response rate, we surpassed many of our expectations. Four Maryland counties finished in the top 100 of the nation's 3,215 counties for self-response and our state finished solidly in 9th place in the nation!"

- Department of Planning Secretary Rob McCord



TEXT TO 911

If you can't call 911, you can now text 911 in an emergency. The Maryland Governor's Office of the Deaf and Hard of Hearing is proud to announce the availability of a new public safety tool, Text-to-911, throughout the State of Maryland. Residents and visitors can now text "911" in an emergency. This service is meant to provide a means for emergency communication for individuals who are Deaf or hard of hearing, those who have speech disabilities, and for individuals who may be in a situation where it is unsafe to place a voice call to 911.

Collaborative work among the Emergency Number Systems Board, the Governor's Office for the Deaf and Hard of Hearing (GODHH), and the Department of Public Safety and Correctional Services (DPSCS) led to the first pilot program in Frederick County in 2015. The Governor's Office of the Deaf and Hard of Hearing then collaborated with various agencies at local and state level to take this service statewide. This led to a 2018 Board of Public Works approval for a contract to implement Text-to-911 service statewide through each county and Baltimore City.

"This opens a new door for our 1.2 million Deaf and hard of hearing Maryland residents in communicating with first responders directly.

Implementing Text to 911 is a major milestone in Governor Hogan's commitment to making Maryland more accessible and safe for all individuals."

- Director Kelby Brick

More information about Text-to-911, including helpful videos, is available at odhh.maryland.gov/text911.



TO: 911

YOUR SITUATION & LOCATION

SERVICES NEEDED

LEGISLATIVE AWARENESS DAY 2020

The 2020 annual Legislative Awareness Day (LAD) event was held virtually in November, in collaboration with the Baltimore City Association of the Deaf, Howard County Association of the Deaf, and Prince George's County Association of the Deaf. LAD is an annual event aimed at improving the Deaf and hard of hearing community's awareness on legislative issues, as well as promoting conversations about issues affecting Deaf and hard of hearing individuals.

In addition to the awards ceremony, this two-evening virtual special discussed best practices on protecting and serving users of sign language interpreting services in Maryland. This included presentations from Howard County Senator Guy Guzzone, a community town hall with Director Kelby Brick; and offered a panel discussion with four nationally renowned experts in the sign language interpreting licensure field: Ritchie Bryant, CDI; Sheryl D. Emery, M.A.; Shane H. Feldman; and Bobbie Beth Scoggins, Ed.D.

“All of you have helped spread awareness for the Deaf and hard of hearing community, or helped to improve accessibility in some way. The Hogan-Rutherford administration is incredibly grateful to our staff at the Office of Deaf & Hard of Hearing and to all of the advocates being recognized today for your tireless efforts to protect and serve users of sign language interpreting services.”

- Lieutenant Governor Boyd Rutherford



LAD 2020 HONOREES

10TH ANNUAL GOVERNOR'S KELBY BRICK COMMUNITY LEADERSHIP AWARD

Kirsten Poston

Community leader and advocate, Maryland Association of the Deaf Vice President, Deaf in Government Director of Career Advancement, and the first Black officer of the National Association of the Deaf

OUTSTANDING PUBLIC OFFICIAL AWARD

Frances B. Phillips RN, MHA

Former Maryland Department of Health Deputy Secretary for Public Health Services for the work of the Department of Health to provide accessible services for the Deaf and hard of hearing during the COVID-19 pandemic

SPIRIT OF THE DEAF ECOSYSTEM AWARD

Latino Deaf and Hard of Hearing Association of the Metropolitan DC Area

Deaf run DMV organization serving Latino Deaf and hard of hearing persons for equal rights and access to succeed

YOUTH ACTIVISM AWARD

Kamri Gooding

Maryland Youth Advisory Council member, MSD graduate and current RIT student

COMMUNITY ADVOCACY AWARD

Chanel Bonheyo and Tiffany Farias

Frederick pitchcraft winner establishing the Frederick Bike Racks in ASL

OUTSTANDING DEAF BUSINESS AWARD

Hand Waves Birth Services

Deaf owned business providing doula and placenta services and childbirth education

OUTSTANDING ALLY AWARD

Elizabeth Ann Monn, Ph.D.

Educator and Educational Interpreter Performance Assessment (EIPA) Administrator

SPIRIT OF THE OFFICE AWARD

NancyLynn Ward, Ph.D.

Volunteer lead for COVID-19 FAQ videos and Deaf education advocate

CIVIC ENGAGEMENT AWARD

Elke Pieters

Community advocate and HCAD Vice President

DIRECTOR'S AWARD

Vikki Porter

Community leader and advocate, Maryland Advisory Council on the Deaf and Hard of Hearing secretary, and Maryland Association of the Deaf Board Member

"Congratulations to our honorees and thank you for your hard work as Deaf and hard of hearing community leaders who advocate for human rights and are committed to strengthening the Deaf Ecosystem."

- Director Kelby Brick

LAD 2020 SPECIAL EVENT

If you missed LAD 2020, you can watch both events via YouTube at odhh.maryland.gov/LAD2020.



The office is appreciative and grateful for collaboration efforts with the Howard County Association of the Deaf (HCAD), Baltimore City Association of the Deaf (BCAD), and Prince George's County Association of the Deaf (PGCAD).

OFFICE KEYNOTE & EVENT APPEARANCES

KEYNOTE PRESENTATIONS

Office staff often represent the Governor and the office by making appearances to present, and to events, conferences, trainings, town halls, and by hosting office visits for numerous constituents and groups. With COVID-19 postponing or cancelling many events, the office continues to provide support from afar and will return as needed when it is safe to do so.

Appearances include:

- Maryland Deaf Senior Citizens, Inc.
- Center for Democracy in Deaf America
- Deaf Culture Digital Library
- Maryland School for the Deaf
- Cultural and Linguistic Competency Seminars
- Deaf and Hard of Hearing Consumer Advocacy (DHHCAN)
- Maryland Department of Disabilities
- Sisters in Style Grand Opening
- TDI Conference
- Division of Early Intervention and Special Education Services Professional Leadership Conference



Nthabeleng MacDonald



Katherine Breen



Tricia Alleyne



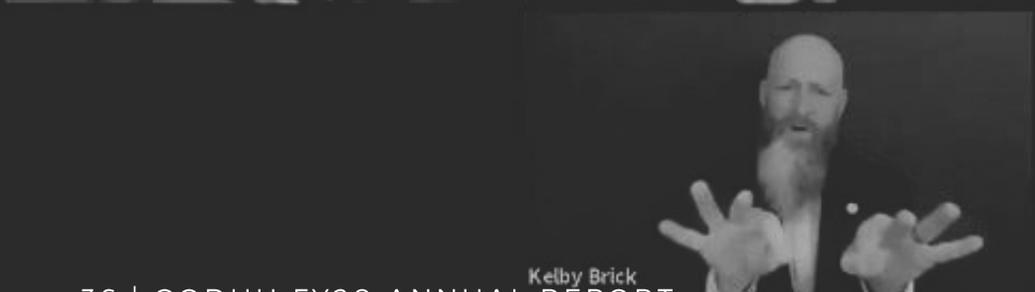
Joseph Santini



Zainab Alkebsi



Richard McCowlin

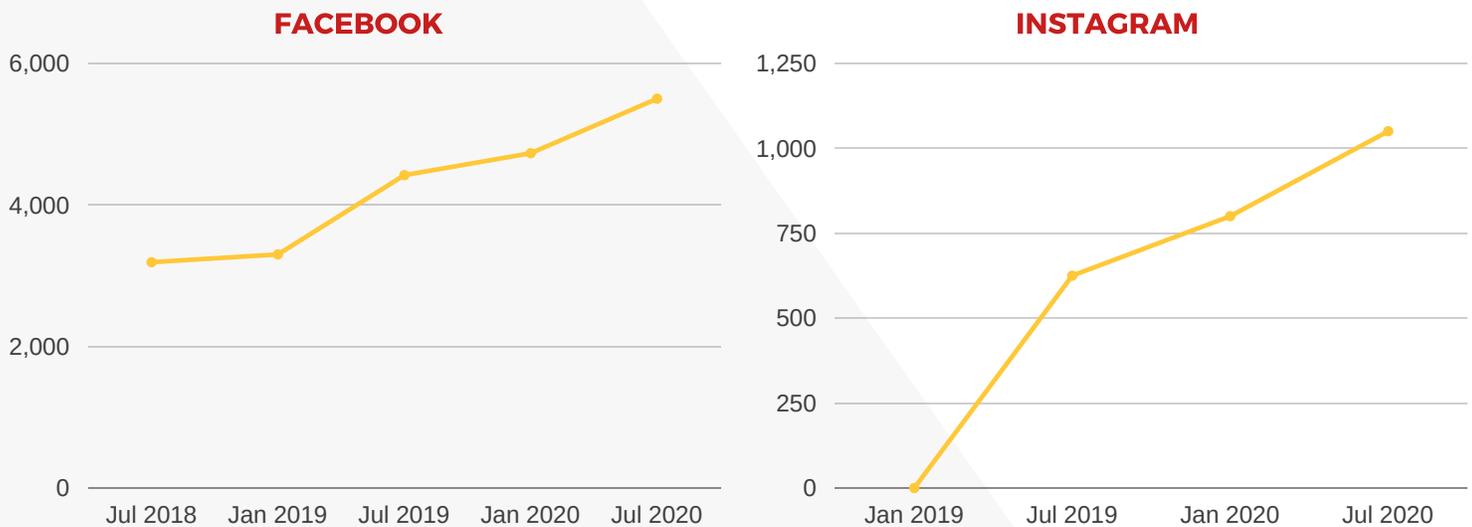


Kelby Brick

COMMUNICATIONS

Sharing news on social media is the office's primary communication tool. When the office posts on Facebook, the post is also shared through the office's Instagram and Twitter accounts. If constituents do not have a social media account, the office website odhh.maryland.gov has a live newsfeed featuring social media posts, newsletters are also emailed, and all videos are posted on YouTube. Each image and video are fully accessible with descriptions and captioning. Sign up for email subscriptions: bit.ly/GODHHSUBSCRIBE.

With the office maximizing the use of accessible communications and engagement with the community, Facebook followers continue to increase. For instance, as shown in the line graph on the left, at the beginning of FY19 (July 2018), there were 3,200 followers. By the end of FY20 (June 2020), the office had a 72% increase with 5,500 followers. With Instagram being a new strategic platform, we quickly gained 1,050 followers from the launch in February 2019 to the end of FY20, shown on the right.



@MarylandGODHH

TOP NEWS & VIDEOS

[Black History Month & Year of the Woman: Dr. Carolyn McCaskill](#)

[Brick Briefs #7: Emergency Broadcast Memo](#)

[New COVID-19 Webpage for ASL Resources](#)

[National Hispanic Heritage Month: Dr. Robert Davila](#)

[Maryland Census 2020](#)

[Maryland COVID-19 Update #4](#)

[The Tomato Chef: Deaf Chef Jeff Perri](#)

[How Hearings Work](#)

[#ShopDeafEcosystem Challenge](#)

[What to Expect at a VEIP Testing Site](#)

[Brick Briefs #1: ADA Anniversary Events](#)

[Room Naming Ceremony Plaque Unveiling](#)

MOST POPULAR VIDEO: 26.3K REACH & 1K+ INTERACTION

An Important Message from Lieutenant Governor Boyd Rutherford with CDI Ritchie Bryant: watch at bit.ly/LGovCDI



MACDHH

The Maryland Advisory Council on the Deaf and Hard of Hearing (MACDHH) was established in October 2001 to advise and give support to the Maryland Governor's Office of the Deaf and Hard of Hearing. The Council, which is appointed by the Governor, is headed by a Chair and Vice Chair and consists of 18 members – nine members representing State agencies and nine members representing the Deaf and hard of hearing community.

Meetings are hosted four times a year at the Crownsville office. In FY20 due to COVID-19, meetings also took place on Zoom and live streamed to the public on YouTube. It is standard practice to automatically ensure access to public meetings hosted by the Governor's Office of the Deaf and Hard of Hearing through the use of American Sign Language interpreters, real-time captioners, and a hearing loop system. Other forms of accommodations such as tactile interpreting can be requested through the Office.

CHAIR Dr. Larry Gray
VICE CHAIR Marny Helfrich
SECRETARY Vikki Porter



CITIZEN REPS
Jason Corning
Dr. Lisalee D. Egbert
Dr. Larry Gray
Vikki Porter
Mary Lynn Lally
Michele Westfall
Dawn Padon
Norma Moran

DEPARTMENT OF EDUCATION
Marion Marny Helfrich

COMMISSION ON CIVIL RIGHTS
S. Spencer Dove

DEPARTMENT OF HEALTH
Alena Troxel

DEPARTMENT OF LABOR
Victoria Wilkins

DEPARTMENT OF HUMAN SERVICES
Gregory S. James

DEPARTMENT OF AGING
Dakota Burgess

DEPARTMENT OF TRANSPORTATION
Dr. Janet Moye Cornick

**DEPARTMENT OF HOUSING AND
COMMUNITY DEVELOPMENT**
Gordon M. Outlaw

MARYLAND SCHOOL FOR THE DEAF
Erin Buck Skees

To view upcoming advisory council meetings and prior meetings' minutes, please visit: odhh.maryland.gov/meetings.

TOWN HALL MEETINGS

As required by the office's enacting statute, the office must host at least two public town hall meetings each year to gather public feedback on the quality of state services and programs, the needs of Deaf and hard of hearing individuals, and the functions and operations of the office.

Instead of only hosting two town hall meetings annually, the office expanded the number of town hall meetings to a minimum of four meetings each year. In FY19, the office hosted six town hall meetings.

After each advisory council meeting, the office hosts town hall meetings to promote engagement among council members and constituents, and for the office and council to gather feedback and gain a better understanding of the community's needs and concerns related to state issues and the Governor's priorities.

In FY20, due to the coronavirus pandemic, the planned town hall meetings had to be postponed. Once the Hogan-Rutherford administration provides clearance for in-person activities, the office will announce the upcoming schedule for FY21.

To view locations of the upcoming advisory council meetings, please visit: odhh.maryland.gov/meetings.

FY20 TOWN HALL MEETINGS

September 2019 - Crownsville

December 2019 - Crownsville

March 2020 - Postponed

April 2020 - [Facebook Live](#)

June 2020 - Postponed

MANAGING FOR RESULTS

Managing for Results (MFR) is a strategic planning, performance measurement, and budgeting process that emphasizes use of resources to achieve measurable results, accountability, efficiency, and continuous improvement in State government programs.

The office collects data internally and from collaborating state offices and agencies each year.

MISSION

The Governor's Office of the Deaf and Hard of Hearing (GODHH) represents the Governor in furtherance of the State's goal of promoting equal access for all Marylanders by providing expertise that enhances the general well-being of Maryland's Deaf and hard of hearing residents.

VISION

All Maryland citizens who are Deaf or hard of hearing 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 state programs, resources, and services to fully participate in community life.

Obj 1.1: Coordinate with federal, State, and local governments regarding policy issues and program development.

PERFORMANCE MEASURE	FY15	FY16	FY17	FY18	FY19	FY20
Number of governmental entities involved in coordination of services to the deaf and hard of hearing through contact and/or involvement with ODHH	14	51	55	65	100	80

Obj 1.2: Serve as an information clearinghouse on the delivery of services from State agencies to Maryland’s Deaf and hard of hearing population.

PERFORMANCE MEASURE	FY15	FY16	FY17	FY18	FY19	FY20
Maryland Early Hearing Detection and Intervention Program, MDH: Number identified with hearing loss	152	84	85	95	96	66
Telecommunication Access of Maryland, MDOD: Telephone assessments provided	364	403	790	543	466	643
Maryland School for the Deaf, MSDE: Number of students enrolled	516	520	532	508	515	491
Division of Special Education/Early Intervention Services, MSDE: Number of students with an Individualized Education Plan (IEP) with Deaf/hard of hearing designation code (excluding MSD students)	479	437	384	388	606	613
Division of Special Education/Early Intervention Services, MSDE: Number of families with an Individualized Family Services Plan (IFSP) with a hearing loss designation code	93	100	98	N/A	98	55
Division of Special Education/Early Intervention Services, MSDE: Number of children served through the Hearing Aid Loan Bank	12	10	17	N/A	15	6
Maryland Department of Disabilities: Instances of information and referral related to Deaf/hard of hearing services and resources	N/A	N/A	17	15	11	15
Maryland Commission on Civil Right: Number of complaints filed by Deaf/hard of hearing constituents	3	5	14	10	6	11
Department of Human Services: Number of Deaf/hard of hearing children and youth in care in the child welfare system	89	84	56	152	30	30
Division of Rehabilitation Services, MSDE: Number of Deaf/hard of hearing individuals determined eligible for services	323	299	272	318	278	196
Division of Rehabilitation Services, MSDE: Number of Deaf/hard of hearing individuals served	1,788	1,620	1,549	1,867	1,471	1,364
Maryland Deaf Culture Digital Library: Number of website visits	N/A	N/A	N/A	3,039	7,355	5,478

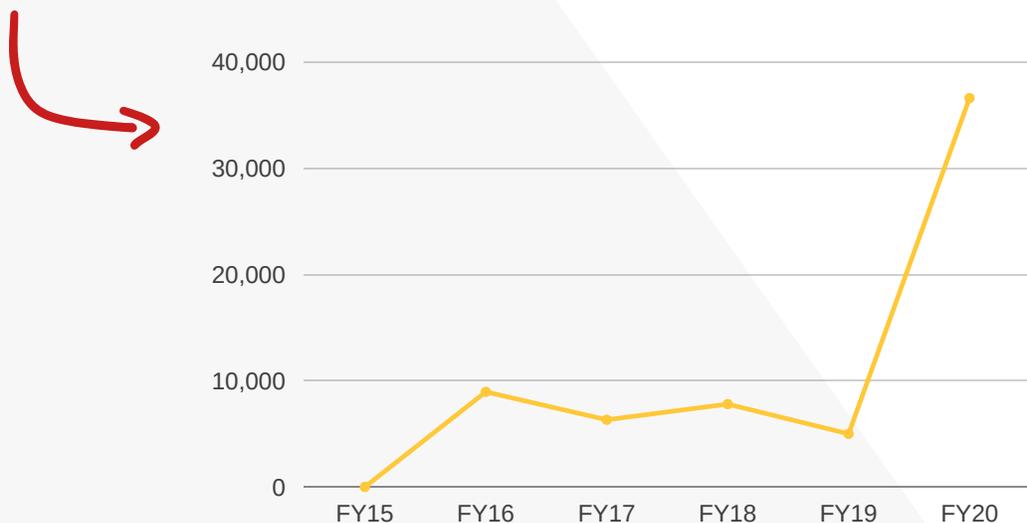
Goal 2: Maryland citizens will be aware of the needs and issues affecting Deaf and hard of hearing individuals.

Obj 2.1: Maintain levels of information and referrals to private and public sectors each year.

PERFORMANCE MEASURE	FY15	FY16	FY17	FY18	FY19	FY20
Instances of information and referral	110	217	232	264	450	400

Obj 2.2: Increase awareness of GODHH's activities and initiatives that benefit Maryland residents.

PERFORMANCE MEASURE	FY15	FY16	FY17	FY18	FY19	FY20
Number of email subscribers	1,549	1,579	1,650	1,843	1,422	1,697
Number of Facebook page followers	988	2,154	2,526	3,201	4,428	5,424
Number of Twitter followers	672	756	896	1,013	1,128	1,297
Number of Instagram followers	N/A	N/A	N/A	N/A	625	1,050
Number of GODHH website visits	17,655	23,128	20,496	17,902	23,042	42,386
Number of GODHH YouTube video views	0	8,955	6,323	7,800	5,000	36,619



Obj 2.3: Maintain engagement opportunities for Maryland's Deaf and hard of hearing population to share current concerns and needs.

PERFORMANCE MEASURE	FY15	FY16	FY17	FY18	FY19	FY20
Number of town hall meetings or public forums	N/A	4	6	8	6	3

STAFF BIOGRAPHIES

DIRECTOR KELBY BRICK, ESQ., CDI

Brick led efforts in 2001 to establish the Maryland Governor's Office of the Deaf and Hard of Hearing. Most recently, Director Brick was a recipient of The Daily Record's 2019 Leadership in Law Award. In 2011, Brick was the first recipient of the Governor's Kelby Brick Community Leadership Award, which is given annually to deserving recipients. Prior to becoming director of the office in 2015, Brick was the director for law and advocacy at the National Association of the Deaf (NAD), where he successfully mobilized NAD to establish precedents and landmark decisions in litigation and legislative and regulatory areas. Brick then became vice president of Purple Communications, Inc., where he led the company's regulatory and strategic policies to break down communication barriers for Deaf and hard of hearing individuals across the country. Brick transformed the telecommunications relay services industry, which provides telephone accessibility to individuals who are Deaf, hard of hearing, or speech-disabled. Brick led efforts in establishing a system that enables relay equipment to be interoperable and accessible with real local phone numbers and emergency access, which was later adopted by the Federal Communications Commission. In 2013, Brick founded Brick Advantage, a consulting firm that works with and advises corporations and non-profits. Brick has been active in different advocacy organizations and served as a board member of the American Association of People with Disabilities as well as various federal and local advisory groups. Brick has a Bachelor of Arts in government from Gallaudet University and a law degree from the Temple University Beasley School of Law. He is the first deaf graduate of the law school. He is also a Certified Deaf Interpreter.

POLICY MANAGER JACOB SALEM, MPA

Jacob Salem is the Policy Manager for the Maryland Governor's Office the Deaf and hard of hearing, where he supports Governor Hogan and Director Brick's policy and advocacy efforts at the state level. In his role, Salem oversees the State's policies and regulations affecting 1.2 million Deaf and hard of hearing constituents. Prior to joining the team, Jacob was a Public Policy Fellow for the Communication Services for the Deaf (CSD) where he expanded his knowledge in the area of Federal Communications Commission, Small Business Administration's 8(a) Business Development Program, direct video communication, telemedicine, video relay services, campus accessibility, and public policy hub. Jacob earned an MPA from Gallaudet University, where he served as the President of Graduate Student Association, and a Bachelor of Science degree in Political Science from University of Central Florida.

POLICY & COMMUNICATIONS MANAGER TRACIANN HOGLIND, MPH

Hoglund is a passionate advocate for health equity and for the Deaf community. She handles policy work and office communications. Prior to joining our team in late January 2019, TraciAnn was a Health Access Project Specialist at the Massachusetts Commission for the Deaf and Hard of Hearing. She also has a total of over 6 years of research and project management experience in public health, neuroscience, and policy. TraciAnn graduated with a Master of Public Health degree from Boston University. She also holds a bachelor's degree in Psychology with a minor in Business Administration from Gallaudet University.

CHANGING MARYLAND FOR THE BETTER

CONTACT

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@MarylandGODHH

