

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

The Office of the Deaf and Hard of Hearing 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	2007 Actual	2008 Actual	2009 Estimated	2010 Estimated
Input: Number of requests from state and local government	*	103	105	110
Output: Number of responses to information requests		86	89	92
Instances of technical assistance provided ¹	18	11	8	8
Number of trainings and information sessions provided	*	6	8	10

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

Performance Measures	2007 Actual	2008 Actual	2009 Estimated	2010 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	*	5	6	7
Number of council and taskforce meetings attended	*	36	40	44

Notes: * New performance measure for which data is not available.

¹ Technical assistance includes communication accessibility assessments and the review of policies, procedures and practices in comparison with effective services for deaf and hard of hearing individuals.

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D11A04.01 EXECUTIVE DIRECTION (Continued)

Objective 1.3 Increase or maintain the number of deaf and hard of hearing individuals receiving State services from various State agencies (Department of Budget and Management [DBM], Department of Health and Mental Hygiene [DHMH], Maryland State Department of Education [MSDE]).²

Performance Measure	2007 Actual	2008 Actual	2009 Estimated	2010 Estimated
Telecommunication Access of Maryland, DBM				
Output: Telephone assessments provided ³	*	175	180	186
Springfield Hospital Center, DHMH				
Output: Annual admissions to the deaf unit	27	27	26	25
Division of Rehabilitation Services, MSDE				
Output: Number of deaf and hard of hearing individuals receiving employment and economic self-sufficiency training (Federal Fiscal Year)	1,669	1500	_____	_____
	2006 CY Actual	2007 CY Actual	2008 CY Estimated	2009 CY Estimated
Maryland Early Hearing Detection and Intervention Program, DHMH				
Output: Number of infants identified with hearing loss	79	106	106	106

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 ODHHS to community stakeholders and constituents.

Performance Measures	2007 Actual	2008 Actual	2009 Estimated	2010 Estimated
Input: Number of requests for assistance received from community stakeholders and constituents	703	737	740	750
Output: Instances of assistance provided	357	445	450	455
Number of public announcements disseminated ⁴	330	272	268	271
Number of conference/Expo exhibits	16	20	22	24

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

Performance Measures	2007 Actual	2008 Actual	2009 Estimated	2010 Estimated
Input: Number of requests for training/presentations	*	29	30	32
Output: Instances of training /presentations provided	*	22	23	25
Number of instances of technical assistance provided	*	7	7	7

Objective 2.3 Meet or exceed timeliness standards provided for email/phone (5 business days) and written communication (10 business days) each fiscal year.

Performance Measures	2007 Actual	2008 Actual	2009 Estimated	2010 Estimated
Output: Percentage of email/phone responded to within 5 business days	88%	97%	90%	90%
Percentage of written inquiries directly responded to within 10 business days	100%	89%	90%	90%

Note: * New performance measure for which data is not available.

² As a coordinating and oversight office, ODHHS does not provide direct services.

³ Telecommunication Access of Maryland (TAM) provides customers the opportunity to try a variety of devices in order to determine which is the most appropriate. TAM also provides free installation and training, if necessary.

⁴ Includes events, news, bulletins and activities of interest to the community.