

# Office of the Deaf and Hard of Hearing

## MISSION

The Office of the Deaf and Hard of Hearing (ODHH) represents the Governor in furtherance of the State's goal of promoting equal access for all Marylanders by providing expertise that enhances the general welfare 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 Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of governmental entities involved in coordination of services to the deaf and hard of hearing through contact and/or involvement with ODHH	39	14	51	55	65	75	85

**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 Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Maryland Early Hearing Detection and Intervention Program, MDH: Number identified with hearing loss	94	152	84	85	95	116	116
<sup>1</sup> Springfield Hospital Center, MDH: Deaf unit annual admissions	9	3	4	0	2	N/A	N/A
Telecommunication Access of Maryland, DoIT: Telephone assessments provided	397	364	403	790	543	550	600
Maryland School for the Deaf, MSDE: Number of students enrolled	507	516	520	532	508	538	545
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 Maryland School for the Deaf students)	551	479	437	384	388	400	400
<sup>1</sup> Division of Special Education/Early Intervention Services, MSDE: Number of families with an Individualized Family Services Plan (IFSP) with a hearing loss designation code	106	93	100	98	N/A	100	100
<sup>2</sup> Division of Special Education/Early Intervention Services, MSDE: Number of children served through the Hearing Aid Loan Bank	4	12	10	17	23	25	25

# Office of the Deaf and Hard of Hearing

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Maryland Department of Disabilities: Instances of information and referral related to deaf/hard of hearing services and resources	N/A	N/A	N/A	17	15	15	15
Maryland Commission on Civil Rights: Number of complaints filed by deaf/hard of hearing constituents	6	3	5	14	10	15	20
Department of Human Services: Number of deaf/hard of hearing children and youth in care in the child welfare system	56	89	84	56	152	125	125
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals determined eligible for services	354	323	299	272	318	300	300
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals served	1,747	1,788	1,620	1,549	1,867	1,800	1,800
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals who achieve an employment outcome	179	184	164	119	282	250	250

**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 Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Instances of information and referral	102	110	217	232	264	250	250

**Obj. 2.2** Increase awareness of ODHH's activities and initiatives that benefit Maryland residents.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of email subscribers	1,181	1,549	1,579	1,650	1,843	2,100	2,400
Number of Facebook page followers	N/A	988	2,154	2,526	3,201	3,500	3,800
Number of Twitter followers	570	672	756	896	1,013	1,100	1,300
Number of ODHH web site page views	7,929	17,655	23,128	20,496	17,902	18,000	18,000
Number of ODHH YouTube video views	N/A	N/A	8,955	6,323	7,800	8,500	8,500

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

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of town hall meetings or public forums	4	N/A	4	6	8	10	12

**NOTES**

<sup>1</sup> Data unavailable at time of publication.

<sup>2</sup> This measure is reported on a calendar year basis. The 2018 actual is as of December 2018.