

# 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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
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	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 Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Maryland Early Hearing Detection and Intervention Program, MDH: Number identified with hearing loss	152	84	85	95	80	97	97
Springfield Hospital Center, MDH: Deaf unit annual admissions	3	4	0	2	N/A	N/A	N/A
Telecommunication Access of Maryland, DoIT: Telephone assessments provided	364	403	790	543	466	N/A	N/A
Maryland School for the Deaf, MSDE: Number of students enrolled	516	520	532	508	515	545	534
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)	479	437	384	388	606	N/A	N/A
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	100	100
<sup>1</sup> Division of Special Education/Early Intervention Services, MSDE: Number of children served through the Hearing Aid Loan Bank	12	10	17	23	15	15	15

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Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
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	13	15
Maryland Commission on Civil Rights: Number of complaints filed by deaf/hard of hearing constituents	3	5	14	10	6	10	10
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	30
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals determined eligible for services	323	299	272	318	278	275	275
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals served	1,788	1,620	1,549	1,867	1,471	1,460	1,450
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals who achieve an employment outcome	184	164	119	282	76	70	65
Maryland Deaf Culture Digital Library: Number of Website Visits	N/A	N/A	N/A	3,039	7,355	7,723	8,109

**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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Instances of information and referral	110	217	232	264	450	300	300

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

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of email subscribers	1,549	1,579	1,650	1,843	1,422	1,750	2,000
Number of Facebook page followers	988	2,154	2,526	3,201	4,428	5,000	5,500
Number of Instagram followers	N/A	N/A	N/A	N/A	625	750	800
Number of Twitter followers	672	756	896	1,013	1,128	1,200	1,250
Number of ODHH website visits	17,655	23,128	20,496	17,902	23,042	20,000	20,000
Number of ODHH YouTube video views	N/A	8,955	6,323	7,800	5,000	3,000	2,000

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

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of town hall meetings or public forums	N/A	4	6	8	6	8	8

**NOTES**

<sup>1</sup> Fiscal year 2019 data is estimated because it is reported on a calendar year basis.