

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of governmental entities involved in coordination of services to the deaf and hard of hearing through contact and/or involvement with ODHH	22	39	14	51	55	60	65

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Maryland Early Hearing Detection and Intervention Program, MDH: Number identified with hearing loss	51	94	152	84	85	113	113
Springfield Hospital Center, MDH: Deaf unit annual admissions	6	9	3	N/A	N/A	N/A	N/A
Telecommunication Access of Maryland, DoIT: Telephone assessments provided	405	397	364	403	790	869	956
Maryland School for the Deaf, MSDE: Number of students enrolled	504	507	516	520	532	488	478
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	551	479	437	384	408	358
Division of Special Education/Early Intervention Services, MSDE: Number of families with an Individualized Family Services Plan (IFSP) with a hearing loss designation code	116	106	93	100	98	97	98
¹ Division of Special Education/Early Intervention Services, MSDE: Number of children served through the Hearing Aid Loan Bank	N/A	4	12	10	15	20	23

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Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 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	N/A	17	18	20
Maryland Commission on Civil Rights: Number of complaints filed by deaf/hard of hearing constituents	5	6	3	5	14	N/A	N/A
Department of Human Services: Number of deaf/hard of hearing children and youth in care in the child welfare system	28	56	89	84	56	45	46
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals determined eligible for services	412	354	323	299	272	300	325
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals served	1,753	1,747	1,788	1,620	1,549	1,575	1,600
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals who achieve an employment outcome	180	179	184	164	119	135	140

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Instances of information and referral	107	102	110	217	232	230	230

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

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of email subscribers	750	1,181	1,549	1,579	1,650	1,800	1,900
Number of Facebook page followers	N/A	N/A	988	2,154	2,526	2,905	3,341
Number of Twitter followers	456	570	672	756	896	1,030	1,185
Number of ODHH web site page views	6,215	7,929	17,655	23,128	20,496	16,000	17,000
Number of ODHH YouTube video views	N/A	N/A	N/A	8,955	6,323	6,955	7,651

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

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of town hall meetings or public forums	3	4	N/A	4	6	10	10

NOTES

¹ This measure is reported on a calendar year basis. The 2017 actual is as of 9/27/2017.