

# 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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of governmental entities involved in coordination of services to the deaf and hard of hearing through contact and/or involvement with ODHH	55	65	100	80	111	110	110

**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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Maryland Early Hearing Detection and Intervention Program, MDH: Number identified with hearing loss	85	95	80	66	81	92	92
Springfield Hospital Center, MDH: Deaf unit annual admissions	0	2	N/A	N/A	N/A	N/A	N/A
Telecommunication Access of Maryland, DoIT: Telephone assessments provided	790	543	466	643	241	275	300
Maryland School for the Deaf, MSDE: Number of students enrolled	532	508	515	491	469	482	497
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)	384	388	606	613	593	600	600
Division of Special Education/Early Intervention Services, MSDE: Number of families with an Individualized Family Services Plan (IFSP) with a hearing loss designation code	98	N/A	98	55	54	55	55
<sup>1</sup> Division of Special Education/Early Intervention Services, MSDE: Number of children served through the Hearing Aid Loan Bank	17	23	15	23	12	15	15

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Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Maryland Department of Disabilities: Instances of information and referral related to deaf/hard of hearing services and resources	17	15	11	15	23	20	22
Maryland Commission on Civil Rights: Number of complaints filed by deaf/hard of hearing constituents	14	10	6	11	5	10	10
Department of Human Services: Number of deaf/hard of hearing children and youth in care in the child welfare system	56	152	30	30	N/A	30	30
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals determined eligible for services	272	318	278	196	148	150	150
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals served	1,549	1,867	1,471	1,364	1,314	1,400	1,400
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals who achieve an employment outcome	119	282	76	60	85	85	85
Maryland Deaf Culture Digital Library: Number of website visits	N/A	3,039	7,355	5,478	3,415	13,660	14,070

**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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Instances of information and referral	232	264	450	400	231	250	300

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

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of email subscribers	1,650	1,843	1,422	1,697	1,344	1,400	1,500
Number of Facebook page followers	2,526	3,201	4,428	5,424	5,797	6,100	6,300
Number of Instagram followers	N/A	N/A	625	1,050	1,147	1,200	1,300
Number of Twitter followers	896	1,013	1,128	1,297	1,439	1,500	1,550
Number of ODHH website visits	20,496	17,902	23,042	42,386	29,470	30,000	30,000
Number of ODHH YouTube video views	6,323	7,800	5,000	36,619	35,077	35,000	35,000

**NOTES**

<sup>1</sup> 2021 data is estimated because it is reported on a calendar year basis.