



**Maryland
Governor's
Coordinating
Offices**

Customer Service

Annual Report Fiscal Year 2019

Governor's Office for Children

Governor's Office of Community Initiatives

**Governor's Office of
Crime Control and Prevention**

**Governor's Office of the
Deaf and Hard of Hearing**

**Governor's Office of
Performance Improvement**

**Governor's Office on
Service and Volunteerism**

**Governor's Office of Small, Minority
and Women Business Affairs**

**Governor, Larry Hogan
Lt. Governor, Boyd K. Rutherford
Senior Executive Director Patrick Lally**



**CHANGING
Maryland**
for the Better

Mission Statements

Governor's Coordinating Offices

The Governor's Coordinating Offices inform, communicate, and implement services, programs, and policy initiatives across the state on behalf of the administration. Consisting of seven unique offices using a shared services model to save taxpayer money, each Coordinating Office has a specific mission.

Governor's Office for Children

To promote the well-being of Maryland's children, youth, and families through data-driven policies and collective action as a unit of the Governor's Office on Crime Control and Prevention.

Governor's Office of Community Initiatives

To serve as a coordinating office for the governor that connects Marylanders to economic, volunteer, and human service opportunities through government, business, and nonprofit partners. The office leads community affairs and engagement within the executive branch.

Governor's Office of Crime Control and Prevention

To serve as a coordinating office for the governor that advises the governor on criminal justice strategies that advance public policy, enhance public safety, reduce crime and juvenile delinquency, and serve victims.

Governor's Office of the Deaf and Hard of Hearing

To serve as a coordinating office for the governor that promotes equal access and the general welfare of Deaf and hard of hearing Marylanders by addressing policy gaps, providing expertise, and facilitating access to resources.

Governor's Office of Performance Improvement

To serve as a coordinating office for the governor that uses data-driven analysis supporting the governor's initiative to make state agencies more responsive, effective, and accountable.

Governor's Office on Service and Volunteerism

To serve as a coordinating office for the governor that funds AmeriCorps State programs supporting disaster services, economic opportunity, education, environmental stewardship, healthy futures, and veterans and military families in Maryland.

Governor's Office of Small, Minority and Women Business Affairs

To serve as a coordinating office for the governor that connects small businesses, including those owned by minorities and women, to greater economic opportunities.

Letter from the Senior Executive Director

Governor Hogan:

It is my pleasure to present the 2019 Customer Service Report for the Governor's Coordinating Offices. Herein are the individual reports for our seven offices: Children; Community Initiatives; Crime Control and Prevention; Deaf and Hard of Hearing; Performance Improvement; Service and Volunteerism; and Small, Minority, and Women Business Affairs.

The Coordinating Offices continues to promote and advance exemplary customer service. All of its staff has received formal, in-person customer training. As new staff members join our team, we ensure that they receive training early in their tenure and fully understand the high customer service standards and expectations of your administration.



The Governor's Office of Performance Improvement leads the Governor's Customer Service Initiative for the State of Maryland. Throughout the year, this office partners with each of our Coordinating Offices to track performance data and customer reviews to allow for continual improvement in addressing service goals and providing Marylanders with exemplary customer service.

We look forward to another productive year in furthering the commitment to customer service excellence.

Thank You,

A handwritten signature in cursive script that reads "Patrick J. Lally".

Patrick J. Lally
Senior Executive Director
Governor's Coordinating Offices

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Executive Summary

The Governor's Coordinating Offices inform, communicate, and implement services, programs, and policy initiatives across the state on behalf of the administration. Consisting of seven unique offices using a shared services model to save taxpayer money, each Coordinating Office has a specific mission. The Governor's Coordinating Offices consist of:

- Governor's Office for Children
- Governor's Office of Community Initiatives
- Governor's Office of Crime Control and Prevention
- Governor's Office of the Deaf & Hard of Hearing
- Governor's Office of Performance Improvement
- Governor's Office on Service and Volunteerism
- Governor's Office of Small, Minority & Women Business Affairs

In June 2016, Maryland Governor Larry Hogan launched the Governor's Customer Service Initiative to set a new standard across all state agencies that has transformed the culture of Maryland government and dramatically improved how we serve our fellow citizens, employers, and partners.

“Marylanders expect the best possible customer service from their state government, and that is exactly what they deserve.” – Governor Larry Hogan



The Governor's Coordinating Offices continues to promote and advance an excellent customer experience. All staff are required to attend formal customer service training. Our staff are trained to listen, learn, and implement new approaches based on the feedback we receive from Marylanders. We collect this feedback from various portals to include: events we host and participate in, surveys, written correspondence, one-on-one interactions with customers, councils and boards, as well as groups we facilitate. We use this feedback to strengthen programs and services, adjust strategies to meet the needs of our customers, improve processing times for back office operations, and streamline more efficient infrastructure through shared services. The results have generated improvement on delivering a better customer experience that aligns with Governor Hogan's mission to continue *Changing Maryland for the Better*.

We are proud to share this Fiscal Year 2019 (FY19) Customer Service Annual Report to provide a consolidated view of the individual and collective progress made by each of the Governor's Coordinating Offices, as we seek to improve the customer experience for all Marylanders.

Customer-Centric Programming

Governor's Office of Community Initiatives (GOCI)

The mission of the Governor's Office of Community Initiatives is to serve as a coordinating office for the governor that connects Marylanders to economic, volunteer, and human service opportunities through government, business, and nonprofit partners. The Governor's Office of Community Initiatives customers include all Marylanders and outreach efforts encompass the state, to include various ethnic groups and faith communities.

The Office of Community Initiatives helps strengthen Maryland communities in many ways including disaster recovery, faith-based outreach, school supply donations, clothing, food donations, celebrating diversity, protecting national treasures, and many more. Within the office are eight ethnic and cultural commissions, the inter-faith office, the Governor's Office of Service and Volunteerism, and Volunteer Maryland. These offices work collaboratively to address customer needs across Maryland's diverse population. The ethnic and cultural commissions and the inter-faith office connect diverse ethnic, immigrant, and faith-based constituencies with state agencies, as well as to the governor's initiatives and resources.

In FY19, the Governor's Office on Community Initiatives participated in over 725 events to address the needs of communities, including those served by the ethnic and cultural commissions. The Governor's Office of Community Initiatives serves as a resource to all Maryland citizens, providing a critical link to services to improve communities.

Customer and Media Engagement through News and Online Channels

More than:

- 44,000 visits to GOCI, GOSV, VM, and BDM websites by Marylanders
- 5,000 Marylanders engaged through e-newsletters
- 35,000 Marylanders engaged through social media
- 8% increase in Twitter and Facebook engagement over FY19
- 30 TV, paper, radio, and magazine pieces
- 2,000 media professionals engaged
- 70 press releases and media advisories

Volunteer Maryland (VM)

Volunteer Maryland helps meet the needs of Maryland's volunteer community by placing AmeriCorps members into nonprofit organizations, schools, and government agencies throughout the state to serve as Volunteer Maryland Coordinators - bridging the gap between communities facing critical problems and citizens who want to volunteer to solve those problems. The Volunteer Maryland Class 31 included:

*Commissions Administered by the
Governor's Office of Community Initiatives*
African Affairs
Asian Pacific American Affairs
Caribbean Affairs
Hispanic Affairs
Middle Eastern American Affairs
South Asian American Affairs
*Maryland Commission on African American
History and Culture*
Maryland Commission on Indian Affairs

- 24 AmeriCorps members (Volunteer Coordinators) recruited for an 11-month service
- 15 partnerships with service sites
- 6,100 volunteers mobilized and managed
- 51,882 service hours
- 22,661 Marylanders served, including 8,791 youth and 1,018 disadvantaged children
- 30 acres of Maryland's public lands improved

Customer Service Outcomes

- 700 events addressed community needs
- 170 partnerships with community organizations
- 77,000 Marylanders connected with state resources
- \$8.3 million in books, food, water, and computers donations



"How can I thank these great people enough after the way they responded to the call in short notice to help our families and friends in this water crisis" said Arthur "Squeaky" Kirk when water was delivered by GOCI and Department of General Services in response to an urgent call from Baltimore.

115 Cultural and Ethnic Commissioners represent 2.8 million Marylanders and access multilingual communities; promote cultural diversity, international exchange, interfaith dialogues, and religious traditions; advocate small businesses and economic opportunities; bridge disparities among different ethnic communities; and engage diaspora, ethnic, and immigrant communities in community development.

Activities and Initiatives

Maryland Municipal League Conference
Maryland Association of Counties Conference
Federal Surplus Property Donation Program
Governor's Summer Internship Program

Legislative Night
GO Serve & Educate Ethnic communities (GO SEE) Initiative
Hanukkah Brunch
Lunar New Year
Ramadan Celebrations
Asian, South Asian, Hispanic, African, Native American, & Arab Heritage Month Celebrations

National Prayer Breakfast
Interfaith Domestic Violence Conference
Youth Empowerment Workshop

Volunteered for:
Literary Promotion
Maryland Food Bank
Ulman House for Cancer Patients
Wreaths Across America
Holiday Giveaways
Korean War Veterans

The Interfaith Office builds dialogue and partnerships to address and solve the most pressing problems in Maryland such as the opioid and heroin crisis and domestic violence.

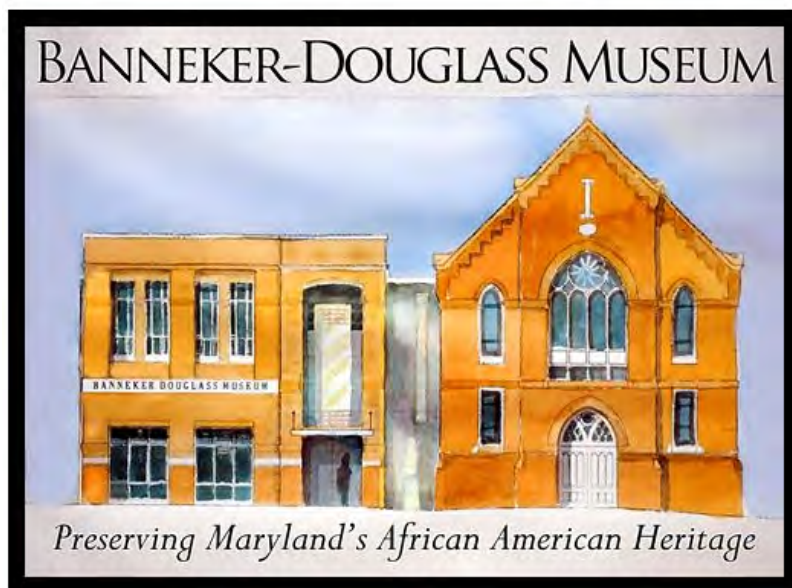
Day to Serve, a month-long statewide volunteer initiative, educated thousands of state employees and Marylanders about the initiative and the importance of volunteerism; Maryland led the multi-state effort with more than 25,000 Marylanders dedicating more than 70,000 volunteer hours.



Banneker-Douglass Museum (BDM) and the Maryland Commission on African American Commission on History and Culture

More than:

- 9,000 museum visitors during the Year of Fredrick Douglass
- \$50,000 federal funds utilized to strengthen MD African American culture and history
- Funds distributed to local organizations and other museums in Maryland
- 500 African American community members educated and recognized through 50th Anniversary legacy symposium, youth conference, colloquium, academic discussions, book club activities, and exhibits



Governor's Office on Service and Volunteerism (GOSV)

The Governor's Office on Service and Volunteerism recognizes volunteers who make a positive impact in Maryland every day, advocates for effective volunteer program management, and administers funding to 20 State programs of more than 1,000 AmeriCorps members who build lasting volunteer infrastructures. Since 2015, over 100,000 Maryland volunteers were recognized by the Governor's Office through activities and services provided by the Office on Service and Volunteerism. Other important outreach initiatives included more than:

- \$4.5M federal grants awarded to 19 organizations, supports 800 – 1000 AmeriCorps members
- 500 volunteers recognized every month with certificates, awards, special invitations
- 32,000 Maryland volunteers invited to State Fair Governor's Volunteer Recognition Day
- 700 National Security Agency employees working, living, and volunteering in Maryland recognized through new state-federal partnership



"This is a wonderful example of how various levels of government can work together to encourage our citizens to continue changing Maryland for the better. I feel grateful for the goodness, compassion, and generosity of these fellow Marylanders."

*First Lady Yumi Hogan Recognizing
National Security Agency Employees Volunteering in Maryland*

Baltimore has been chosen as a Top 10 AmeriCity since 2015. Maryland also ranks 4th among the most charitable states in the country. In 2018, 1,724,702 Marylanders served 181.9 million volunteer hours, worth a \$4.3 billion economic impact. More than 36% of Marylanders volunteered while nearly 60% of Maryland citizens donated \$25 or more to charity.



"Maryland has some of the kindest and most passionate citizens in the nation and we championed those who light the way in our quest to serve others. All our stories are deeply connected and our communities are stronger when our citizens reach out to help one another."

Governor Larry Hogan

Governor's Office of Crime Control and Prevention (GOCCP)

The Governor's Office of Crime Control and Prevention educates and empowers citizens and public safety entities through crime data analysis, and carries out Justice Reinvestment Act initiatives. Their mission is to plan, promote, and fund efforts with government entities, private organizations, and the community to advance public policy, enhance public safety, reduce crime and juvenile delinquency, and serve victims. As part of this mission, this office seeks to promote the safety of all Marylanders through supporting various direct customer groups including law enforcement organizations throughout the state, victim service providers, and organizations providing community-based prevention and intervention programs. In FY19, GOCCP awarded **789** grants totaling more than **\$170** million to **306** unique organizations. This resulted in services for **186,168** victims of crime.

Efforts include:

- **\$58 million** in grants for crime victims
- Passage of legislation (2019 legislative session) to classify human trafficking as a crime of violence and allow victims to file Criminal Injuries Compensation Board claims electronically
- **\$12 million** to address human trafficking
- Hiring of the state's first Anti-Human Trafficking Policy Director
- Interdisciplinary efforts to combat human trafficking
- Continued implementation of the Justice Reinvestment Act
- **\$105.8 million** in grants to reduce violence
- Over **\$4.1 million** in grants for children and youth
- **\$70,000** in grants for Deaf crime victims
- 2019 Maryland Crime Victims' Rights Conference
- **\$2.6 Million** in state grants to protect children from Internet Crimes
- **\$47.1 Million** in VOCA grants
- Funding law enforcement assisted diversion, tracking data related to opioid overdoses
- **\$2.4 million** in funding from the federal Edward J. Byrne Memorial Justice Assistance program for the prevention and reduction of crime and violence
- Partnership with the University of Maryland's Crime Research and Innovation Center
- Continued implementation of *Handle with Care Maryland* Initiative in **11 jurisdictions**
- **\$2 million** to disrupt violent gangs and criminal networks through the Maryland Criminal Intelligence Network



Announced by Governor Hogan in 2017, the MCIN strategy encourages local, state, and federal law enforcement agencies to collaborate and share information to target, disrupt, and dismantle criminal organizations, including those that conduct drug, firearm, and human trafficking, as well as gangs.



(Left) Handle with Care Maryland Coordinator Kelly Gorman and Deputy Director of the Governor's Office for Children, Jessica Wheeler after a presentation on Handle with Care Maryland at the Kennedy Forum in May.

Handle with Care Maryland is a trauma-informed program designed to help children who are exposed to violence through seamless and careful communication and collaboration between law enforcement and schools. In addition to Governor Hogan directing Maryland to implement the program statewide, GOCCP has also launched the [Handle with Care Maryland website](#) to support those adopting the program with tools, answers to frequently asked questions, and trauma-informed guides for schools.

Finally, GOCCP social media engages all customers who follow with important, timely information including public safety services and resources.



Governor's Office for Children (GOC)

The Governor's Office for Children, now integrated within the Governor's Office on Crime Control and Prevention, has customers to include staff and members of the Local Management Boards (LMBs), state agencies as well as the children, youth, and families of Maryland. The Governor's Office for Children empowers LMBs serving each of the 24 jurisdictions in Maryland, to coordinate services bringing together local agencies, service providers, community organizations, and families to better serve Maryland's youth.

The Governor's Office for Children also delivers customer service by measuring conditions of well-being for Maryland's children and families, then communicating that information through the Child Well-Being Scorecard that tracks 28 key performance indicators.

In addition to the indicators, the Office uses the Scorecard to track outcomes for the programs funded through the LMBs. This tool was developed utilizing Results-Based Accountability™ framework and data on the performance measures for each program assists LMBs in planning, decision-making, and budgeting based on desired results and outcome.

In FY 19, the Governor's Office for Children awarded \$19.6 million in grant funding to LMBs, and was selected for a second year by the National Governors Association as a "model state" for improving the well-being of children and families. The Governor's Office for Children sponsored 361 events, a number of which were customer-focused, including:

- Monthly Local Management Board meetings
- Quarterly meetings with Local Care Team coordinators
- Results-Based Leadership Collaborative
- Racial equity training
- Board development training
- Training and technical assistance on evidence-based practices and model interventions

The Office for Children also continues to survey the 24 Local Management Boards to understand their needs as they serve their local communities. For example, in FY19, 94% found the trainings and technical assistance offered by the Office to be valuable.

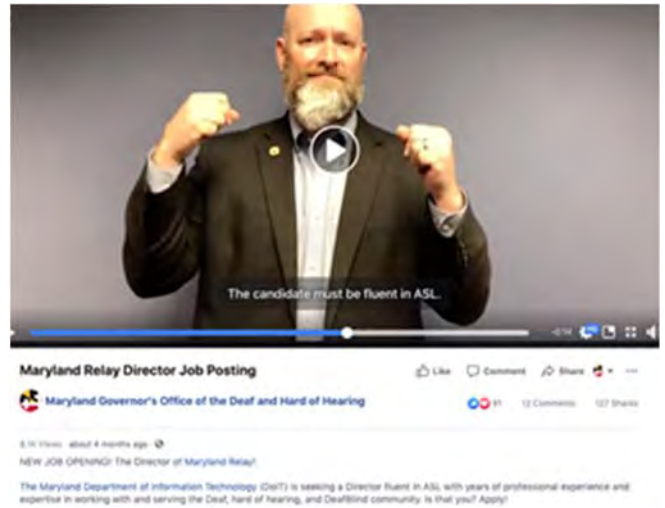


Governor's Office of the Deaf and Hard of Hearing (GODHH)

The Governor's Office of the Deaf and Hard of Hearing customers include the approximately 1.2 million Deaf and hard of hearing Marylanders and business owners. Their mission is to promote the general welfare of Deaf and hard of hearing individuals in Maryland by addressing policy gaps, providing related expertise, and facilitating the ability to access resources and services. The Office believes that all Maryland citizens who are Deaf or hard of hearing should have equal and full access to resources, services, and opportunities for participation in all aspects of community life through the provision of appropriate accommodations.

This office is focused on advocating and coordinating the adoption of public policies, regulations, and programs. Current priorities include:

- Expansion of the Deaf Ecosystem to support current and aspiring Deaf and hard of hearing business owners in the aim of increasing economic empowerment by reducing underemployment and unemployment
- Encouraging the hiring of Deaf and hard of hearing employees and professionals in private and public sectors
- Policy framework development to address fraudulent and unqualified interpreters
- Collaboration with state services, programs to improve efficiency and quality of services



(Left) Group photo of the awardees with Lt. Governor Boyd Rutherford and Director Kelby Brick during the 2018 Legislative Awareness Day.

(Left) Director Kelby Brick and Judges with ten Deaf and hard of hearing De'VIA artist winners! De'VIA stands for Deaf View/Image Art and is a form of art that expresses the experience of the Deaf person through their life. Often, De'VIA art will include handshapes or themes that relate to ASL.



The Governor's Coordinating Offices also curates the Maryland Open Data Portal. Ranked as the [#1 Open Data Portal in the Nation by the Center for Data Innovation](#), the Portal contains over 1,400 datasets of state and partner data available to the public.

Governor's Office of Small, Minority & Women Business Affairs (GOSBA)

Maryland is home to over 580,000 small businesses. The Governor's Office of Small, Minority & Women Business Affairs serves the entire small business community, including those firms owned by minorities, women, and veterans, and has direct oversight of three State procurement programs: Small Business Reserve, Minority Business Enterprise, and Veteran-Owned Small Business Enterprise.



Small business is the backbone of our economy, our office works diligently to make it easier to plan, start, manage, and grow a small business in Maryland. According to Thumbtack.com's 2019 Small Business Friendliness Survey, Maryland received an A+ for ease of starting a business, and an A for overall friendliness.

In an effort to help firms compete with confidence, the Governor's Office of Small, Minority & Women Business Affairs conducts a robust outreach and training program. Their signature event, Ready, Set, GROW! is held six times a year at locations around the state and draws an average of 80 entrepreneurs to each event. Two sessions of their Technical Training Classroom are held on the fourth Tuesday of every month (except December) drawing over 900 entrepreneurs annually. Online resources are also provided, connecting entrepreneurs with 24/7 access to vital information on financial/lending programs, networking and professional associations, and valuable business intelligence tools such as the annual procurement forecast.

Timely and Responsive

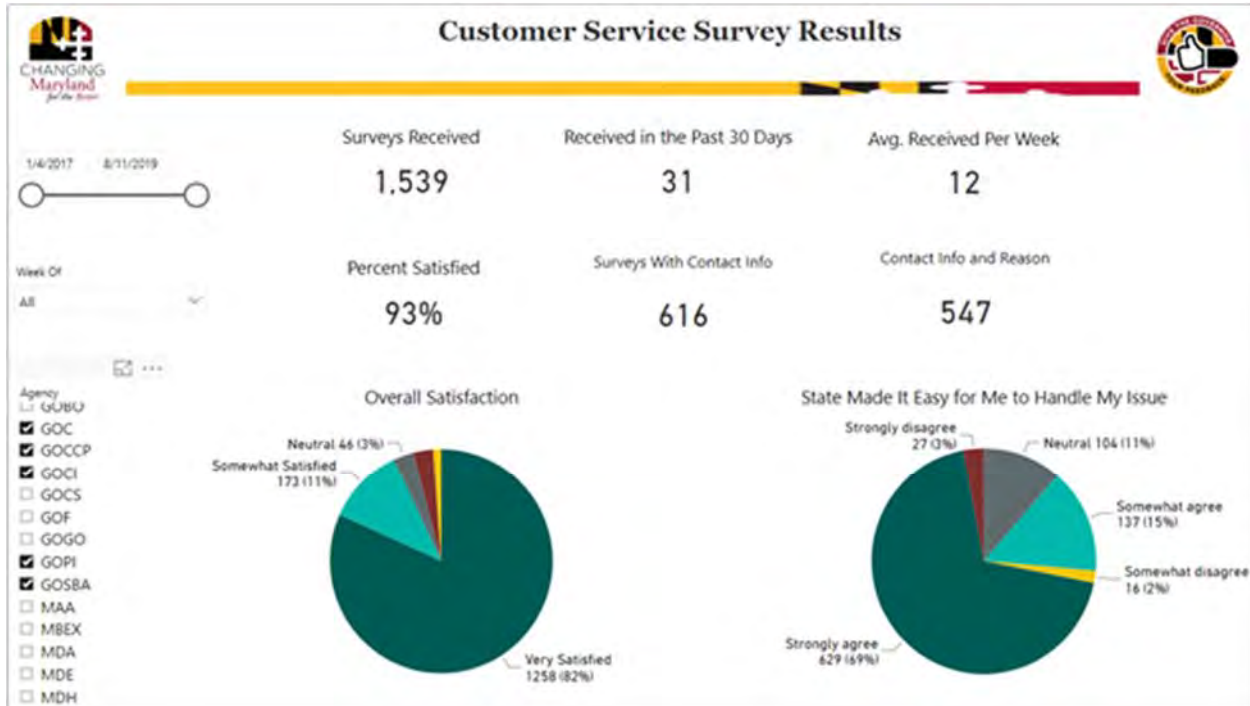
The Governor's Customer Service Initiative includes the principles of timely and responsive service so this office works to exceed these goals with a performance target to respond to customer inquiries within 24 hours. The Governor's Office of Small, Minority & Women Business Affairs receives a high volume of calls for 1-on-1 technical assistance that require lengthy conversations with business owners, and customer service is top of mind.

The Governor's Office of Small, Minority & Women Business Affairs delivers an excellent customer experience, receiving a 97% satisfaction rating.



Feedback and Survey Results

Over 1,500 responses to the Governor's Feedback Survey were provided to the Governor's Coordinating Offices, an average of 12 per week. We utilize this feedback to improve products and services, and follow up with constituents on action items to provide excellent customer service. These efforts are reflected in the 93% satisfaction rating from the feedback received.



Coordinating Offices' Feedback from the Governor's Customer Service Survey

Communications and Social Media

The voice of the customer plays a central role as the Hogan Administration seeks active, meaningful, two-way communication among Marylanders, business owners, and the Governor's Coordinating Offices for each of its' seven unique divisions. Each office nurtures its own communications outlets, tailored for their specific audiences. The Governor's Coordinating Offices Director of Communications leads the communications efforts across the offices with a team of communications outreach staff. This integrated approach ensures a unified message is communicated by and through all of the Coordinating Offices, consistent with Hogan Administration priorities seeking to help change Maryland for the better.

For example, in FY19, collaboration among several offices within the Governor's Coordinating Offices and other state agencies was highlighted in social media posts (example right) to celebrate the 4000th unit of blight eliminated in Baltimore. This type of collaboration on communications helps to ensure that all Marylanders are proactively reached through multiple media channels to learn about Project CORE and how it impacts our neighborhoods, even across Maryland.

In addition, given the active digital landscape and its potential for influence, the Governor's Coordinating Offices are proud to have engaged more than 400,000 followers on our websites, and on Facebook, with over 1.5 million impressions during FY19 - with an average of 33 shares every business day. In addition, the Governor's Coordinating Offices maintains a unifying website that provides resources to Marylanders with links to all Coordinating Offices websites and news in one convenient place, to include the customer survey link. This website was also given a new, more user-friendly url (www.gco.maryland.gov). To provide consistent messaging to customers who interface with our staff on email, each of the Coordinating Offices communications directors monitor employee email signature contact and customer survey info for consistency and accuracy.



Finding many citizens who connect online, the Governor's Coordinating Offices created a video now shared across all office YouTube and social media pages. This video outlines the Hogan Administration's vision, purpose, and community involvement for the Governor's Coordinating Offices. The Coordinating Offices are committed to providing Maryland citizens, businesses, stakeholders, and other customers with excellent customer service.



*The Governor's Coordinating Offices video on YouTube -
<https://www.youtube.com/watch?v=ML4u-CEmMIM&t=85s>*

In FY19, the Governor's Coordinating Offices has ramped up its video presence on social media, which has, in turn, engaged more customers. Here is a screen shot from just one example.

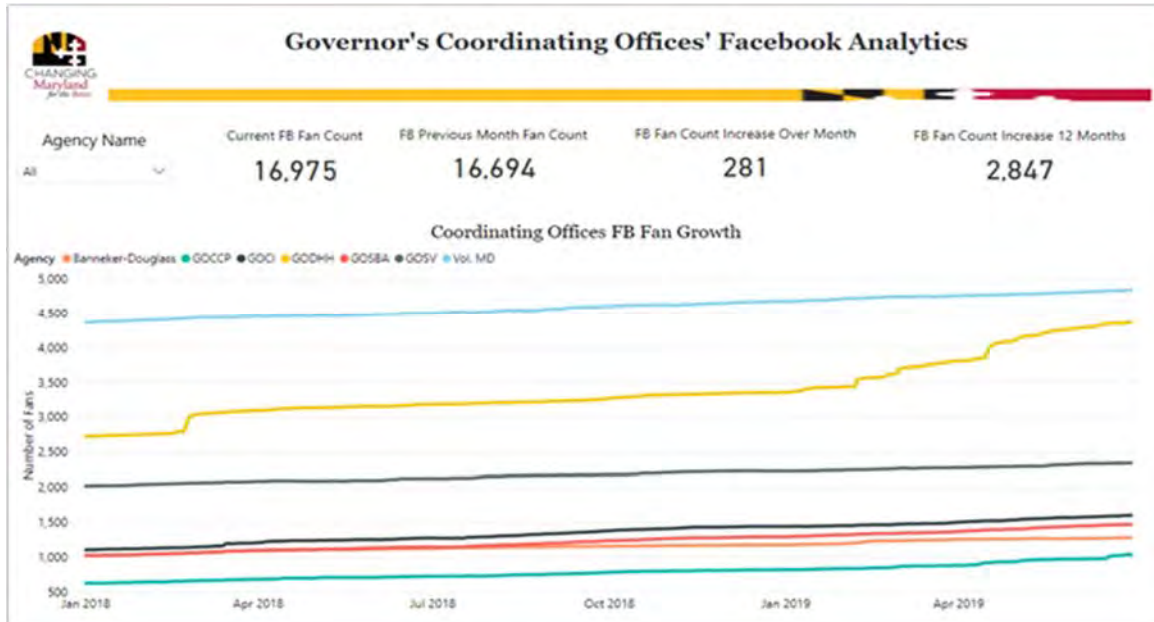


**The Governor's Office of
Community Initiatives is invited to
Madison Fields and the
Madison House Autism Foundation.**

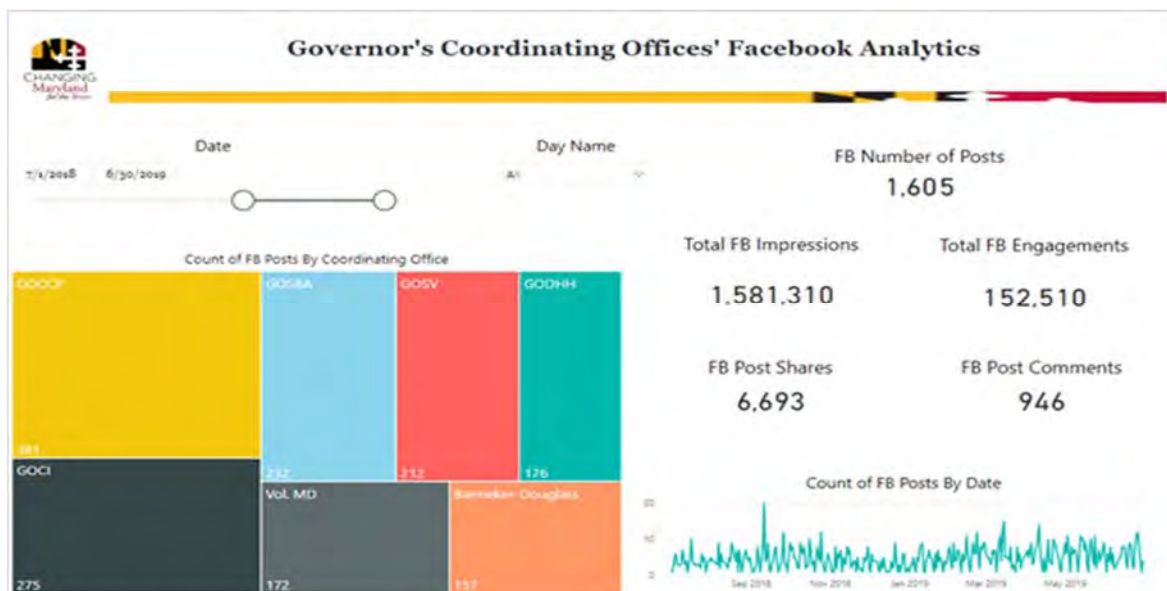


Social Media and Website Traffic Statistics

The Governor's Coordinating Offices strive to deliver timely and consistent messaging through social media about its services, resources, events, and alerts. Communications professionals prepare targeted messages and use analytics to improve the consistency and timeliness of the customer experience.

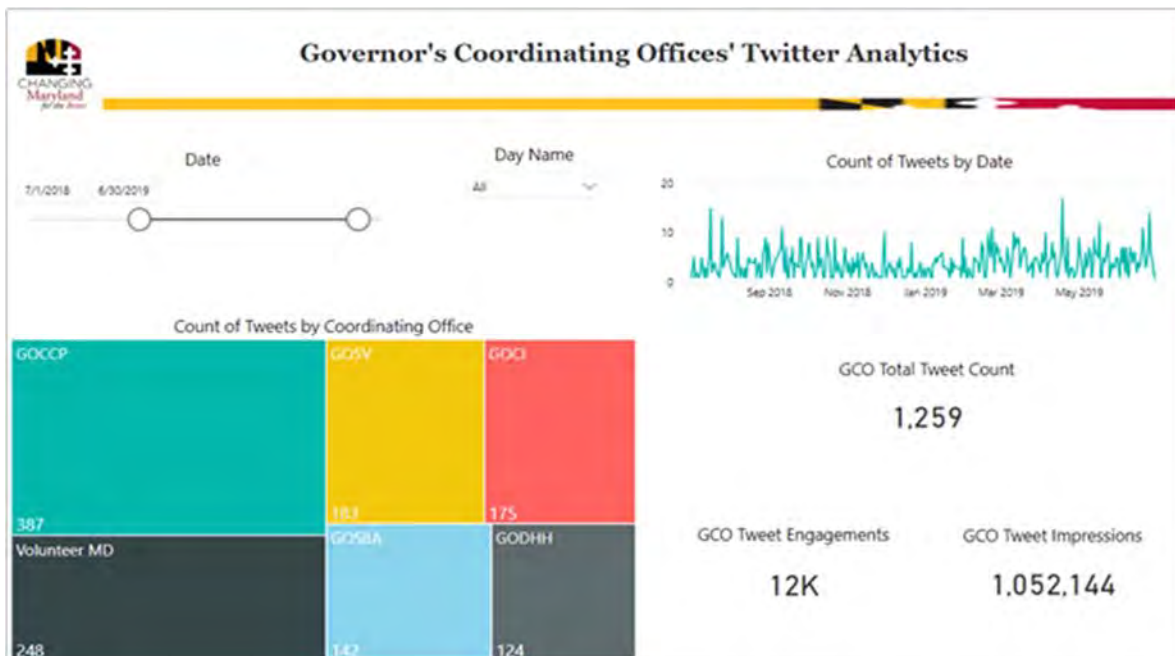


The Governor's Coordinating Offices are attracting new Facebook followers to their pages every month by providing timely, consistent, valuable content about services, resources, and alerts



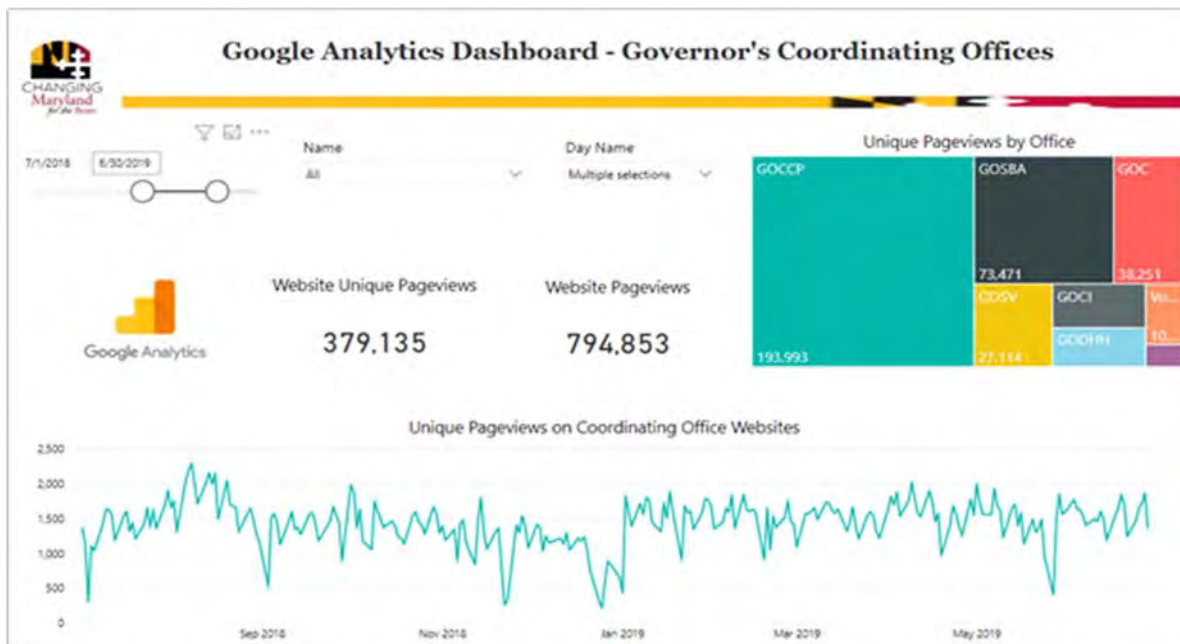
The Governor's Coordinating Offices Facebook Pages statistics for FY19 demonstrate activity, reach, and engagement through social media

Twitter Analytics also show a demonstrated effort by the Governor's Coordinating Offices to reach Marylanders.



Twitter Analytics for FY19 show increased tweet counts, engagements, and impressions


The Governor's Coordinating Offices utilize analytics from website traffic to help understand the customer experience from the perspective of driving traffic to the intended webpages. Our websites had close to 400,000 unique page views in FY19.



Google Analytics provides customer reach and engagement data with webpages



Highlights of Social Media Posts


This section includes screenshots of engaging social media posts from every office.




Volunteer Maryland
Published by Nathan J Cabrera [?] · November 9, 2018 ·

It's a great day to get back together for training! Our members have been busy at their Service Sites for over a month now and they have questions/answers to support each other and become stronger Volunteer Coordinators! Communication training today is brought to us by Stephanie Goldenberg from Anne Arundel Community College!







Volunteer Maryland @VolunteerMD · 11 Sep 2018
Our other group of VM members got busy at Habitat's Restore. After a great day of service we chilled in the new showroom. 😊 #911Day #mddts2018 #iServeMD




2 2



Volunteer Maryland @VolunteerMD · 31 Jul 2018
Today we're recognizing some magnificent individuals that have made an incredible impact in Maryland communities. #VM30 @GOCIMD @MarylandGOSV @AmeriCorps




1 1




Volunteer Maryland
May 7 ·

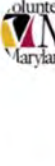
From Biology Teacher to AmeriCorps member Martha was placed to serve in the Eastern Shore! Today is #TeacherAppreciationDay and she 'shore' has got things done! Read more: <https://bit.ly/2LpEzJx>



[VOLUNTEER.MARYLAND.GOV](https://www.volunteer.maryland.gov)
Volunteer Maryland
VM Story: Martha – Adkins Arboretum May 7, 2019 Our next VM story tak...



Volunteer Maryland @VolunteerMD · Mar 20
VM team and AmeriCorps volunteered at Moveable Feast for our Service Project today! We packed enough food for 288 bagged weekly meals - for 288 people to eat for a week equaling 1,832 individual trays!! And... facebook.com/287425150452/p...



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FY19 Customer Service Annual Report Governor's Coordinating Offices



Maryland Governor's Office of Community Initiatives

Published by Soo Kyung Koo [?] · June 25 ·

Governor Larry Hogan and Lt. Governor Boyd K. Rutherford visited the Governor's Office of Community Initiatives and Governor's Office of Small, Minority & Women Business Affairs at the #MMLConference! We are proud to serve Marylanders under your leadership and appreciate your support of our work for communities.



GOCI Maryland @MarylandGOCI · 17 Jul 2018

The circle of service! Nicki Fiocco presents Governor's citation to Talbot Mentors. During '16-'17 service year, Talbot Mentors hosted @VolunteerMD @AmeriCorps member Jazmine Gibson-mentee in the program at age 9, who returned to serve as @AmeriCorps member for 2yrs #MidShoreDay



1 5 12

id GOSV @MarylandGOSV · 31 Dec 2018

ulations to the @TowsonTigers for winning first place in the Team Works Helper Helper Community Service Competition! Over 500 athletes gave back to the community & provided over 5,500 hours of #iServeMD #MotivationMonday



University and Helper Helper

8 16

Maryland @MarylandGOCI · 25 Sep 2018

ing Future Leaders! Steven McAdams, Executive Director Maryland's Office of Community Initiatives and Christina Poy join the Washington Cathay Center to learn about the many services they offer to help develop young adults to high school students. #MoCoDay



Maryland GOSV @MarylandGOSV · 28 Dec 2018

Congratulations to Boys 2 Men Harford County, a recipient of the @MandT_Bank #HonorRows Program! Boys 2 Men youth volunteers complete service activities such as peer tutoring & outdoor beautification, while learning about respect, generosity & leadership #iServeMD #FeelGoodFriday



WBAL-TV 11 Baltimore @wbaltv11 Boys to Men Harford County to sit in Honor Row at Ravens v. Browns bit.ly/2CyXlrU

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FY19 Customer Service Annual Report Governor's Coordinating Offices

Maryland Governor's Office on Service & Volunteerism
Published by Heather Epkins · May 9 ·

Did you know that this week we celebrate State Employee Recognition Day? In honor, nominate a state employee that you know who serves and makes a difference in Maryland communities for a Governor's Service Award. Learn more: bit.ly/2H71S75

#iServeMD

Now Accepting Nominations for the 2019 Governor's Service Awards



Maryland Governor's Office on Service & Volunteerism
Published by Lola Abdulai · March 14 ·

#ThankfulThursday: AmeriCorps members of New Americans Opportunity Project for Maryland serve economically disadvantaged Marylanders with financial literacy, achieve citizenship, and, in the case of youth, achieve improved educational outcomes and college and career readiness. #AmeriCorpsWeek #iServeMD

#AmeriCorpsAlum #alum



Maryland Governor's Office on Service & Volunteerism
Published by Lola Abdulai · June 24 ·

partnership with the Baltimore Ravens and M&T Bank, we have honored nearly 13,000 youth volunteers through the Honor Rows Program since 1999.

Thank a youth group for their community service by submitting an Honor Rows nomination today at govs.maryland.gov/honor-rows!



Maryland GOSV @MarylandGOSV · Apr 25
Check out Kent County News' spotlight on the inaugural Youth Service Awards program, recognizing youth and youth groups for their service to Maryland communities: myeasternshoremd.com/kent_county_ne... #iServeMD #YouthServiceAwards



Award. Learn more at govs.maryland.gov, #iServeMD



4

FY19 Customer Service Annual Report Governor's Coordinating Offices



MD Gov's Office of the Deaf & HH @MarylandGODHH · 16 Oct 2018

Missed our Legislative Awareness Day last week? Fear not! Our award winner spotlights start today!

The first spotlight goes to Heidi Burghardt with the Civic Engagement Award!

Read more: [facebook.com/MarylandGODHH/...](https://facebook.com/MarylandGODHH/)



MD Gov's Office of the Deaf & HH @MarylandGODHH · Feb 14

There are 10 bills in legislation related to Deaf & hard of hearing people!

Please go to our website to see which bills our office is monitoring & when the scheduled hearings are. Information on how to testify & how to get accommodations included: odhh.maryland.gov/legislation

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MD Gov's Office of the Deaf & HH @MarylandGODHH · 18 Oct 2018

Missed our Legislative Awareness Day last week? Fear not! Our award recipient spotlights have started! The second honoree spotlight is Streetcar 82 Brewing Co., The first Deaf owned brewery east of the Mississippi River! Check out our post: [facebook.com/MarylandGODHH/...](https://facebook.com/MarylandGODHH/)



1 2



MD Gov's Office of the Deaf & HH @MarylandGODHH · Feb 15

Dr. Khadijat Rashid leads and inspires everyone wherever she goes. In 2018, @GovLarryHogan honored her with the 7th annual "Kelby Brick Community Leadership" award. She was a former board member of @msdoriles and the @mdadeaf.



MD Gov's Office of the Deaf & HH @MarylandGODHH · 26 Jun 2018

Advisory council elected a new board! Chair Larry Gray, Vice Chair Marny h, and Secretary Vikki Porter.

to read more:
facebook.com/MDGODHH/photos...



Maryland Governor's Office of the Deaf and Hard of Hearing

Published by Kelby Brick [?] · March 9 ·

"This is a great first step in addressing this serious issue by meeting the community's specific needs through culturally and linguistically accessible services in Maryland," said Kelby Brick, Executive Director of the Governor's Office of the Deaf and Hard of Hearing.

We are grateful for the leadership and commitment of Glenn Fueston, Executive Director of the Governor's Office of Crime Control & Prevention!

See http://goccp.maryland.gov/governors-office-of-crime-control... for more

See More



YOUTUBE.COM

Governor Larry Hogan Announces Nearly \$40,000 in State Grants for Deaf Crime Victims

[CC available] Director Kelby Brick from the Governor's Office of the Deaf and Hard of Hearing...

FY19 Customer Service Annual Report Governor's Coordinating Offices

Governor's Office of Crime Control & Prevention
Published by Robyne McCullough [?] · June 10 ·

Last week, Chief of Juvenile Justice and Prevention Services, Jessica Wheeler, and Director of Prevention Services, William Jernigan, attended the ribbon cutting for the newly renovated Webster M. Kendricks Boys and Girls Club of Metro Baltimore. The Governor's Office of Crime Control & Prevention supports programming for Boys And Girls Club Of Metropolitan Baltimore, and sites across Maryland, through grant funding. Boys and Girls Clubs give young people tools they need to reach their full potential. #ASaferMD Photos courtesy of FirstPic, Inc. The renovation was done by M&T Bank and Baltimore Ravens.



Governor's Office of Crime Control & Prevention
Published by Megan Meals [?] · November 26, 2018 ·

ICYMI: Anne Arundel County receives 100K from the Hogan Administration to battle violence against women.

**STOP
VIOLENCE
AGAINST
WOMEN**



EYEONANNAPOLIS.NET

Anne Arundel receives nearly \$100K from Hogan to battle violence against women | Eye On Annapolis

Governor's Office of Crime Control & Prevention
Published by Megan Meals [?] · April 11 ·

Congrats to the 2019 Maryland Crime Victims' Rights Conference Governor's Victim Assistance Awardees: Debbie Feinstein, Virginia Mahoney Award, Angela Brooks, Henry Gleim Award, Alice Oaks, Vincent Roper Award.

Thank you, Lt. Governor Boyd Rutherford, for presenting the awards today! #MDCrimeVictimsRights #ASaferMD



Governor's Office of Crime Control & Prevention
Published by goccp.social@maryland.gov [?] · August 28, 2018 ·

Handle With Care -- Program designed to help children who are exposed to violence expands throughout Maryland.



Governor's Office of Crime Control & Prevention
Published by Robyne McCullough [?] · June 7 ·

#ICYMI on WDM: The Governor's Office of Crime Control & P awarded the Washington County Day Reporting Center a grant \$25,000.

The money will be used to buy A/V equipment for Parent-Child Therapy. This evidence-based practice aims to reduce the impact adverse childhood experience (#ACEs) of parental incarceration. Read more here:

<https://www.localdvm.com/.../parentchild-interacti.../2054959526...>
See More



LOCALDVM.COM

Parent/Child interaction therapy program receives funding

The Governor's Office of Crime Control and Prevention has awarded the...

GOCCP.MARYLAND.GOV

Handle With Care Program Expands Throughout Maryland - Governor's Office of Crime Control & Prevention for Maryland

Additional Counties to Join, New Website...

rol & Prevention
er 1, 2018 ·

CCP's Executive Director, Glenn Bowden Jr., and Shawn Mallet, coordinator, Kelsey Johnson, Grayson McNew and Senior vices, Jessica Wheeler.



FY19 Customer Service Annual Report Governor's Coordinating Offices

Governor's Office of Small, Minority & Women Business Affairs September 25, 2018

Sec. Rhee presented a Governor's Citation to TISTA Science and Technology Corporation following the Regional Cabinet Meeting hosted by Governor Larry Hogan in Montgomery County today.

The citation recognizes this outstanding small business for its contributions to the #Maryland economy and for being named one of Inc. 5000's fastest growing private companies in the country.

Congratulations! ... [See More](#)



Governor's Office of Small, Minority & Women Business Affairs November 16, 2018

Congratulations to Managed Care Advisors! Special Secretary Jimmy Rhee recently presented a Governor's Citation to President & CEO Lisa Firestone and the whole team for making the Inc. 5000 list of the fastest growing companies in America for the third straight year.

[#goMDsmallbiz](#)



Governor's Office of Small, Minority & Women Business Affairs August 21, 2018

Congratulations to the 11 Minority Business Enterprise (MBE) firms that were recently named to Inc. 5000's list of the fastest-growing private companies in the country.

There are 111 #Maryland companies on the list! <https://bit.ly/2KU0D9C>

[#goMDsmallbiz](#)



Governor's Office of Small, Minority & Women Business Affairs July 26, 2018

Our Communications Director Alison Tavik had the pleasure of meeting Tasha Turner from Swift Staffing at the minority business outreach event hosted by Maryland LIVE! today in Hanover.

This family-owned business will celebrate its 30th anniversary next year. Tasha said building and maintaining relationships is the cornerstone of their success. Throughout her career she's had two amazing mentors -- her parents! ... [See More](#)



Governor's Office of Small, Minority & Women Business Affairs September 14, 2018

Our very own Eduardo Hayden met with U.S. Senator Ben Cardin today at Morgan State University during the Small Business & Entrepreneurship Field Hearing hosted by the U.S. Senate Committee on Small Business & Entrepreneurship.

Participants shared concerns and ideas on how to improve the small business climate in our local communities.

[#goMDsmallbiz](#)



Resource and Outreach

Highlights from Governor's Coordinating Offices Websites

Governor's Coordinating Offices

<http://gco.maryland.gov>

Governor's Office for Children

<http://goc.maryland.gov/>

- 24 Local Management Boards - <http://goc.maryland.gov/lmb/>
- Child Well-Being Scorecards - <http://goc.maryland.gov/reportcard/>

Governor's Office of Community Initiatives

<http://goci.maryland.gov/>

- Ethnic Commissions - <http://goci.maryland.gov/ethnic-commissions/>
- Service and Volunteerism - <http://gosv.maryland.gov/>
- AmeriCorps - <http://gosv.maryland.gov/ameriCorps/>

Governor's Office of Crime Control and Prevention

<http://goccp.maryland.gov/>

- Grant Opportunities - <http://goccp.maryland.gov/grants/>
- Victims Services - <http://goccp.maryland.gov/victims/>
- Juveniles - <http://goccp.maryland.gov/juveniles/>

Governor's Office of the Deaf and Hard of Hearing

<http://odhh.maryland.gov/>

- Follow Us on Facebook - <https://www.facebook.com/MDGODHH/>

Governor's Office of Performance Improvement

<http://gopi.maryland.gov/>

- Governor's Customer Service Initiative Survey Results and Heroes Awards - <http://gopi.maryland.gov/governors-customer-service-initiative/>
- Maryland Open Data Portal - <https://opendata.maryland.gov/>

Governor's Office of Small, Minority & Women Business Affairs

<https://goMDsmallbiz.maryland.gov/Pages/default.aspx>

- Lieutenant Governor Rutherford Celebrates 40th Anniversary of the Office on YouTube - <https://www.youtube.com/watch?v=ZBKlbOFxGiM&feature=youtu.be>
- FY19 Procurement Forecast - <https://goma.maryland.gov/Pages/Forecasting.aspx>
- Maryland Open for Business on YouTube - <https://www.youtube.com/watch?v=1Rx3bzcfRkc&t=14s>

News and Announcements

Press Release, August 3, 2018: Governor's Office for Children Participates in Roundtable for State Children's Cabinets Hosted by the Forum for Youth Investment – Maryland Youth Advisory Council Presents on Influencing Policy

Press Release, August 1, 2018: Governor's Office for Children Hosts National Governors' Association Conference – Maryland Selected as Model State for Improving Well-Being of Children and Families

Press Release, July 20, 2018: Governor Larry Hogan, Maryland State Agencies Recognized by National Governor's Association – Maryland Programs Selected As Models For Countrywide Learning Labs

Press Release, July 5, 2018: Hogan Administration Announces Nearly \$20 Million in Grants to Local Management Boards – Grants From Children's Cabinet Fund Will Provide Economic Opportunities for Maryland's Struggling Children, Youth, Families

Contact Information

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Governor's Office of Community Initiatives

Governor's Office on Service and Volunteerism

Steven McAdams

Executive Director

Governor's Office of Crime Control and Prevention

Governor's Office for Children

Glenn Fueston

Executive Director

Governor's Office of the Deaf and Hard of Hearing

Kelby Brick

Director

Governor's Office of Performance Improvement

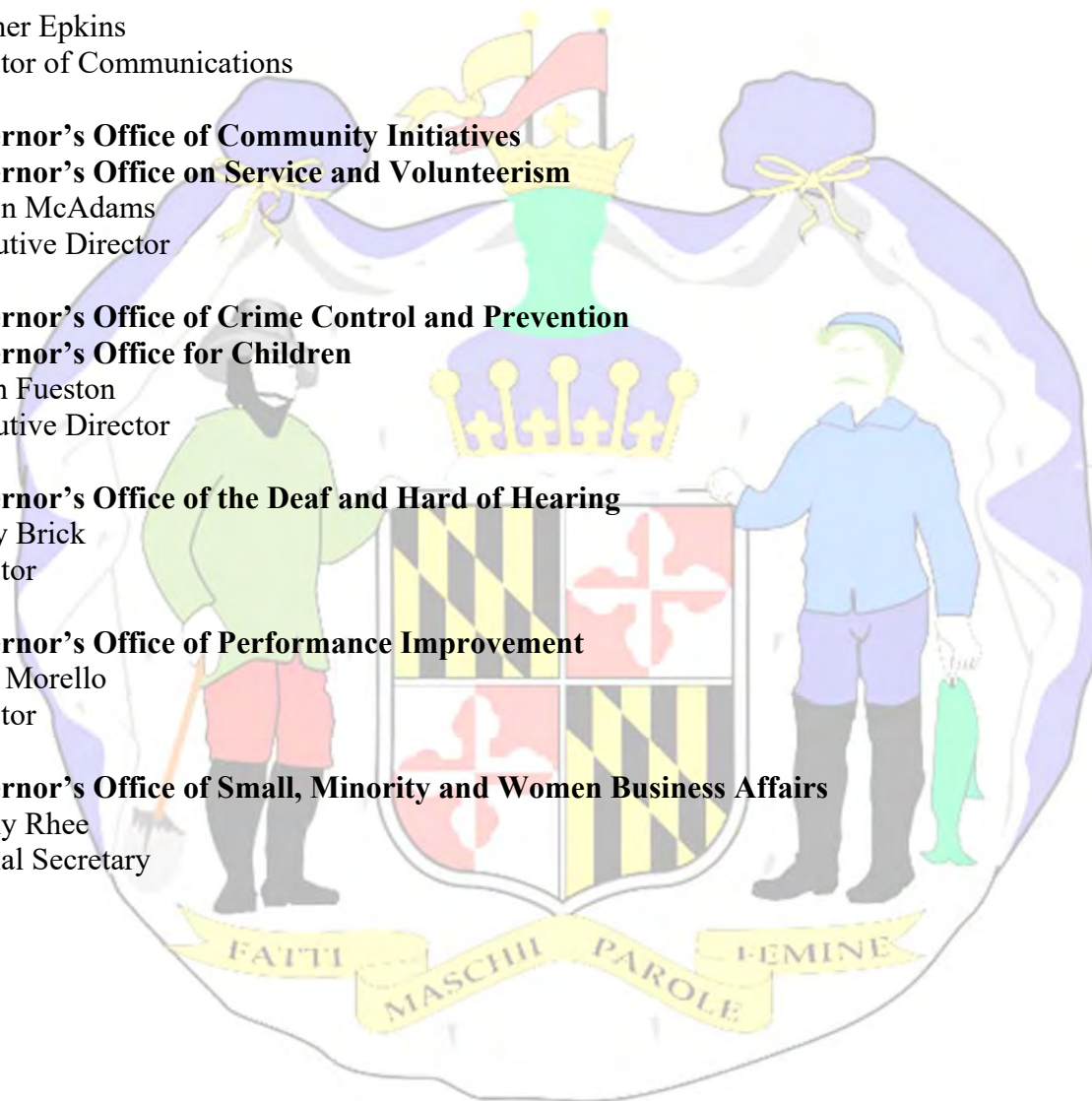
Mike Morello

Director

Governor's Office of Small, Minority and Women Business Affairs

Jimmy Rhee

Special Secretary



THE CUSTOMER SERVICE PROMISE

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.



CHANGING
Maryland
for the Better

Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

Governor's Coordinating Offices, 2019