

**D11A0401**  
**Office of the Deaf and Hard of Hearing**

***Operating Budget Data***

(\$ in Thousands)

	<u>FY 16 Actual</u>	<u>FY 17 Working</u>	<u>FY 18 Allowance</u>	<u>FY 17-18 Change</u>	<u>% Change Prior Year</u>
General Fund	\$360	\$437	\$402	-\$35	-8.1%
Adjustments	0	0	-1	-1	
<b>Adjusted General Fund</b>	<b>\$360</b>	<b>\$437</b>	<b>\$401</b>	<b>-\$37</b>	<b>-8.4%</b>
<b>Adjusted Grand Total</b>	<b>\$360</b>	<b>\$437</b>	<b>\$401</b>	<b>-\$37</b>	<b>-8.4%</b>

Note: Includes targeted reversions, deficiencies, and contingent reductions.

- The adjusted fiscal 2018 allowance decreases by \$37,000, or 8.4%.

***Personnel Data***

	<u>FY 16 Actual</u>	<u>FY 17 Working</u>	<u>FY 18 Allowance</u>	<u>FY 17-18 Change</u>
Regular Positions	3.00	3.00	3.00	0.00
Contractual FTEs	<u>0.50</u>	<u>0.50</u>	<u>0.75</u>	<u>0.25</u>
<b>Total Personnel</b>	<b>3.50</b>	<b>3.50</b>	<b>3.75</b>	<b>0.25</b>

***Vacancy Data: Regular Positions***

Turnover and Necessary Vacancies, Excluding New Positions	0.00	0.00%
Positions and Percentage Vacant as of 12/31/16	1.00	33.33%

- As of December 31, 2016, the Office of the Deaf and Hard of Hearing (ODHH) had 1 vacancy.

Note: Numbers may not sum to total due to rounding.

For further information contact: Darica S. Lawson

Phone: (410) 946-5530

## ***Analysis in Brief***

---

### **Major Trends**

***Assistance Provided to Community:*** The number of instances where assistance is provided to the community increased in fiscal 2016, while the number of training and information sessions has declined.

***Government Agencies Assistance:*** ODHH collects and maintains data regarding other State agencies and their service delivery to the deaf, hard of hearing, and deafblind population.

### **Issues**

***Interpreting Quality:*** ODHH is working to develop a policy framework to address fraudulent and unqualified interpreters.

### **Recommended Actions**

1. Concur with Governor's allowance.

### **Updates**

***Early Detection and Awareness:*** In fiscal 2017, the Early Hearing Detection Intervention Advisory council requested the Department of Health and Mental Hygiene to notify parents of risks concerning children who have been identified as deaf and hard of hearing.

**D11A0401**  
**Office of the Deaf and Hard of Hearing**

***Operating Budget Analysis***

---

**Program Description**

The Governor’s Office of the Deaf and Hard of Hearing (ODHH) was established in October 2001 through legislation (Chapter 537 of 2001). Complying with State Government Article, Section 9-2407 of the Annotated Code of Maryland, the office promotes the general welfare of deaf and hard of hearing individuals in Maryland by addressing policy gaps, providing expertise related to deaf and hard of hearing issues, and facilitating the ability to access resources and services in Maryland. ODHH aims to ensure that all Maryland citizens who are deaf or hard of hearing have equal and full access to employment resources, health care, and other services that may be needed as well as educate Marylanders on these issues that affect the deaf and hard of hearing community.

ODHH is one of eight policy coordination offices of the Governor that is focused on advocating and coordinating the adoption of public policies, regulations, and programs. Policy priorities of ODHH include:

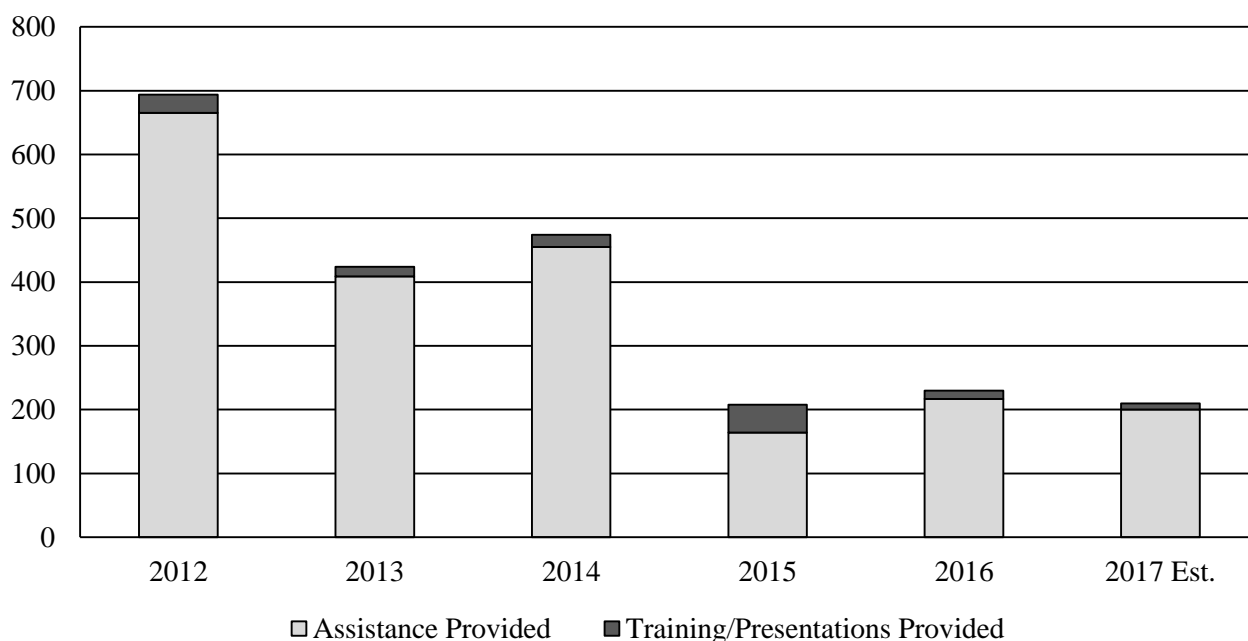
- expanding the deaf ecosystem to support current and aspiring deaf and hard of hearing business owners in Maryland to reduce underemployment and unemployment;
- developing a policy framework to address fraudulent and unqualified interpreters in the State of Maryland; and
- collaborating with State services, agencies, and programs to improve efficiency and quality of services delivered to deaf and hard of hearing Marylanders.

**Performance Analysis: Managing for Results**

**1. Assistance Provided to Community**

**Exhibit 1** shows that the number of instances where assistance is provided by ODHH to community stakeholders and constituents increased by 32%, climbing from 164 to 217, in fiscal 2016. In this instance, this involves bringing more awareness to the information and referral services offered by ODHH. The number of trainings and presentations to the Maryland community has declined by 70% from fiscal 2015 to 2016, from 44 to 13.

**Exhibit 1**  
**Assistance to Community Stakeholders and Constituents**  
**Fiscal 2012-2017 Est.**



Source: Governor’s Office of the Deaf and Hard of Hearing

ODHH fulfills its mission through training sessions and technical assistance. Instances of assistance provided by ODHH to the community and other agencies have increased. However, training and information sessions declined in fiscal 2016. In addition, ODHH was unable to provide the number of conferences and expositions attended in fiscal 2016. **ODHH should comment on how it can better measure policies and programs that are created or altered through assistance it provides.**

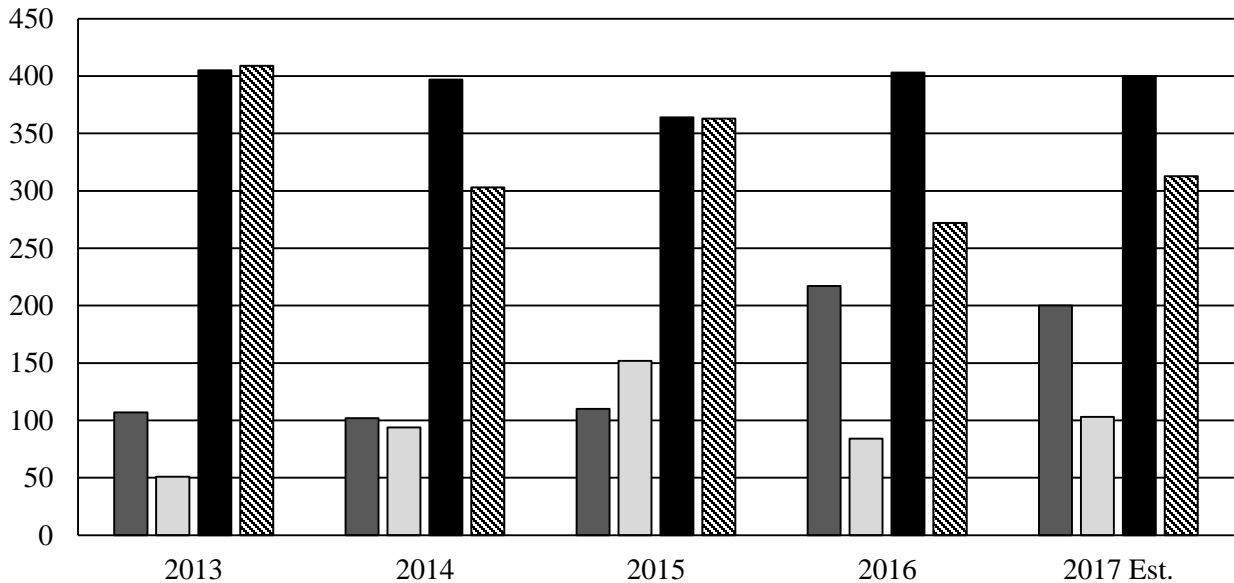
## 2. Government Agencies Assistance

ODHH collects and maintains data about the delivery of services from State agencies to Maryland’s deaf, hard of hearing, and deafblind population. The Department of Mental Health and Hygiene (DHMH) has an early hearing and detection intervention program that identifies children who suffer from hearing loss, the Department of Information Technology has a telecommunications program that provides assistive telecommunications to qualifying individuals, and the Maryland State Department of Education ensures individualized employment plans are utilized. Data regarding these measures is shown in **Exhibit 2** along with the number of instances of information and referral provided

by ODDH to State agencies, which according to the agency, increased by 97% between fiscal 2015 and 2016.

---

**Exhibit 2**  
**Government Agencies Providing Assistance to the Deaf and Hard of Hearing**  
**Fiscal 2013-2017 Est.**



■ Instances of Information and Referral

□ Maryland Early Hearing Detection and Intervention Program, DHMH: Number Identified with Hearing Loss

■ Telecommunication Access of Maryland, DoIT: Telephone Assessments Provided

▨ Division of Rehabilitation Services, MSDE: Number of Deaf and Hard of Hearing Individuals Receiving Individualized Plans for Employment

DHMH: Department of Health and Mental Hygiene

DoIT: Department of Information Technology

MSDE: Maryland State Department of Education

Source: Governor’s Office of the Deaf and Hard of Hearing; Department of Health and Mental Hygiene; Department of Information Technology; Maryland State Department of Education

---

## Proposed Budget

The adjusted fiscal 2018 allowance decreases by \$37,000 compared to the fiscal 2017 working appropriation, as shown in **Exhibit 3**. The largest decrease, \$27,066, relates to the State-shared services initiative introduced in fiscal 2017. The office also recently relocated to Crownsville along with the Governor’s seven other coordinating agencies, eliminating nonreimbursable rent and the garage cost saving \$25,000.

---

**Exhibit 3**  
**Proposed Budget**  
**Office of Deaf and Hard of Hearing**  
**(\$ in Thousands)**

<b>How Much It Grows:</b>	<b><u>General Fund</u></b>	<b><u>Total</u></b>
Fiscal 2016 Actual	\$360	\$360
Fiscal 2017 Working Appropriation	437	437
Fiscal 2018 Allowance	<u>401</u>	<u>401</u>
Fiscal 2017-2018 Amount Change	-\$37	-\$37
Fiscal 2017-2018 Percent Change	-8.4%	-8.4%

**Where It Goes:**

**Personnel Expenses**

Regular earnings .....	-\$2
Other fringe benefit adjustments .....	1

**Other Changes**

Office assistance .....	5
Equipment .....	5
Contractual payroll (administrative position increased hours) .....	4
Rent (non-Department of General Services) .....	-25
Department of Information Technology shared services .....	-27
Other .....	2

<b>Total</b>	<b>-\$37</b>
--------------	--------------

Note: Numbers may not sum to total due to rounding.

## ***Issues***

---

### **1. Interpreting Quality**

ODHH reports they have received a number of complaints regarding unqualified and fraudulent sign language interpreters from constituents and businesses throughout the State. The office monitors information referencing these fraudulent complaints and refers constituents to the Maryland Commission on Civil Rights. These fraudulent interpreters can have a harmful effect on the deaf and hard of hearing population, failing to convey information accurately and effectively. ODHH has supported the concept of potential interpreter licensure legislation for the State. Registry of the Interpreters for the Deaf (RID), a national organization, sets the minimum standards for interpreting since certification is not required in the State of Maryland. Potential licensure legislation would be based on RID's certification process; however, RID put a moratorium on their certification process. There is no designated duration for the moratorium, effective since October 2015. ODHH states they are currently gathering information on alternatives for improving interpreting quality in Maryland. The office took the initiative to streamline its interpreting process, exclusively contracting only qualified and certified interpreters. **ODHH should comment on where they are in their research and the feasibility of implementing a streamlined licensing process.**

## ***Recommended Actions***

---

1. Concur with Governor's allowance.



## ***Updates***

---

### **1. Early Detection and Awareness**

In 2015, the Director of ODHH proposed that the Early Hearing Detection and Intervention (EHDI) Advisory Council advise DHMH to issue a letter to the parent(s) of each child who is identified as deaf or hard of hearing. Children identified as deaf or hard of hearing are at risk of language deprivation and should be exposed to visual language as early as possible. It was recommended that the letter be distributed through EHDI channels, including instructions that professionals of first contact with families of newly identified deaf and hard of hearing individuals also distribute this letter. EHDI adopted the proposal in July 2016. DHMH worked with the EHDI Advisory Council to develop the letter, which is now being distributed.

**Appendix 1  
Current and Prior Year Budgets  
Office of the Deaf and Hard of Hearing  
(\$ in Thousands)**

	<b><u>General Fund</u></b>	<b><u>Special Fund</u></b>	<b><u>Federal Fund</u></b>	<b><u>Reimb. Fund</u></b>	<b><u>Total</u></b>
<b>Fiscal 2016</b>					
Legislative Appropriation	\$389	\$0	\$0	\$0	\$389
Deficiency Appropriation	0	0	0	0	0
Budget Amendments	13	0	0	0	13
Reversions and Cancellations	-41	0	0	0	-41
<b>Actual Expenditures</b>	<b>\$360</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$360</b>
<b>Fiscal 2017</b>					
Legislative Appropriation	\$430	\$0	\$0	\$0	\$430
Cost Containment	0	0	0	0	0
Budget Amendments	8	0	0	0	8
<b>Working Appropriation</b>	<b>\$437</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$437</b>

Note: Does not include targeted reversions, deficiencies, and contingent reductions. Numbers may not sum to total due to rounding.

## **Fiscal 2016**

The Office of Deaf and Hard of Hearing (ODHH) fiscal 2016 legislative appropriation was reduced by \$28,994.

Two budget amendments increase the ODHH budget by \$12,500. An amendment that restored a 2% cut to employee salaries added \$4,000 in general funds. A second amendment added \$8,500 in general funds for employee health insurance.

Increases in the budget were offset by a reversion totaling \$41,494 due to staff turnover.

## **Fiscal 2017**

To date, the ODHH fiscal 2017 budget has increased by \$7,715 in general funds due to an amendment that allocates centrally budgeted salary increments.

**Appendix 2  
Object/Fund Difference Report  
Office of Deaf and Hard of Hearing**

<u>Object/Fund</u>	<u>FY 16 Actual</u>	<u>FY 17 Working Appropriation</u>	<u>FY 18 Allowance</u>	<u>FY 17 - FY 18 Amount Change</u>	<u>Percent Change</u>
<b>Positions</b>					
01 Regular	3.00	3.00	3.00	0.00	0%
02 Contractual	0.50	0.50	0.75	0.25	50.0%
<b>Total Positions</b>	<b>3.50</b>	<b>3.50</b>	<b>3.75</b>	<b>0.25</b>	<b>7.1%</b>
<b>Objects</b>					
01 Salaries and Wages	\$ 278,819	\$ 322,411	\$ 322,306	-\$ 105	0%
02 Technical and Spec. Fees	10,695	11,433	16,190	4,757	41.6%
03 Communication	2,320	4,119	2,783	-1,336	-32.4%
04 Travel	3,687	3,000	3,500	500	16.7%
06 Fuel and Utilities	1,184	1,438	0	-1,438	-100.0%
07 Motor Vehicles	2,500	4,200	0	-4,200	-100.0%
08 Contractual Services	32,013	67,734	45,931	-21,803	-32.2%
09 Supplies and Materials	2,300	1,000	4,688	3,688	368.8%
11 Equipment – Additional	4,264	0	5,000	5,000	N/A
13 Fixed Charges	22,156	22,098	1,578	-20,520	-92.9%
<b>Total Objects</b>	<b>\$ 359,938</b>	<b>\$ 437,433</b>	<b>\$ 401,976</b>	<b>-\$ 35,457</b>	<b>-8.1%</b>
<b>Funds</b>					
01 General Fund	\$ 359,938	\$ 437,433	\$ 401,976	-\$ 35,457	-8.1%
<b>Total Funds</b>	<b>\$ 359,938</b>	<b>\$ 437,433</b>	<b>\$ 401,976</b>	<b>-\$ 35,457</b>	<b>-8.1%</b>

Note: Does not include targeted reversions, deficiencies, and contingent reductions.

**Appendix 3  
Fiscal Summary  
Office of Deaf and Hard of Hearing**

<u>Program/Unit</u>	<u>FY 16 Actual</u>	<u>FY 17 Wrk Approp</u>	<u>FY 18 Allowance</u>	<u>Change</u>	<u>FY 17 - FY 18 % Change</u>
01 Office for the Deaf and Hard of Hearing	\$ 359,938	\$ 437,433	\$ 401,976	-\$ 35,457	-8.1%
<b>Total Expenditures</b>	<b>\$ 359,938</b>	<b>\$ 437,433</b>	<b>\$ 401,976</b>	<b>-\$ 35,457</b>	<b>-8.1%</b>
General Fund	\$ 359,938	\$ 437,433	\$ 401,976	-\$ 35,457	-8.1%
<b>Total Appropriations</b>	<b>\$ 359,938</b>	<b>\$ 437,433</b>	<b>\$ 401,976</b>	<b>-\$ 35,457</b>	<b>-8.1%</b>

Note: Does not include targeted reversions, deficiencies, and contingent reductions.