



Maryland Department of Disabilities Customer Service Overview

The Maryland Department of Disabilities is charged with coordinating and improving the delivery of services to individuals with disabilities in the State of Maryland. By working collaboratively with all state government agencies, the department provides advocacy and guidance to ensure that state entities deliver services in the most integrated settings possible, develop consistent policies affecting those with disabilities, and consider the diverse needs of all when making decisions that impact Marylanders. All department activities are driven by the mission of changing Maryland for the better by promoting equality of opportunity, access, and choice for Marylanders with disabilities. The department is committed to the promise of a Maryland in which all people with disabilities have the knowledge and influence to make a difference in their lives and the lives of others.

The Department of Disabilities focuses on independence and full community membership for all Marylanders with disabilities by addressing accessible housing, employment equality, transitioning youth, community living, technology assistance, barrier-free living, and transportation. This focus is one which consistently has an eye to economic growth through the strengthening of a diverse workforce and the provision of efficient and effective support necessary for full participation in our state economy. Every Department of Disabilities employee is responsible for delivering exceptional customer service by providing customers with respectful, timely, and knowledgeable responses to inquiries and interactions.

The Department of Disabilities Customer Service Promise describes our approach. Customer service activities include:

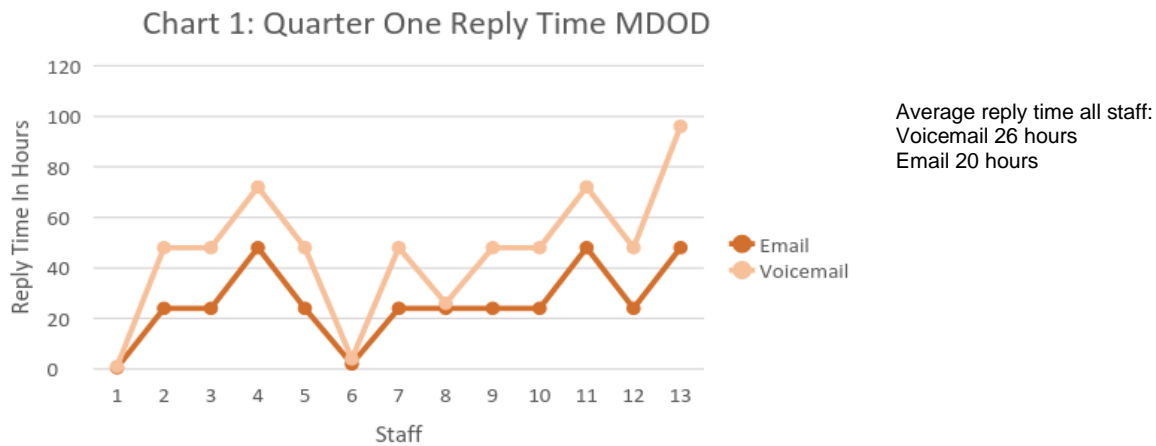
- 1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence.** For example, we will acknowledge all email and telephonic inquiries within 24 hours of receipt. (see *Chart 1: Quarter One Reply Time MDOD-this chart chronicles baseline data before customer service training and will be collected quarterly*)

A graphic titled "CUSTOMER SERVICE PROMISE" with the "Changing Maryland for the Better" logo at the top. Below the title, it lists the state's pledge to constituents, businesses, customers, and stakeholders, followed by five key service principles: Friendly and Courteous, Timely and Responsive, Accurate and Consistent, Accessible and Convenient, and Truthful and Transparent. The graphic is framed in yellow.

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

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.



2. **Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.**
3. **Improve the processing times of agency services to help citizens and businesses accomplish their transactions with the state.**
4. **Increase the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.**
5. **Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.**
6. **Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.**
7. **A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback.** Results are used to make improvements to services.
8. **Provide resources and support so all government communication is accessible for those with varying communication needs.**

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs and innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please visit our website located here: www.mdod.maryland.gov.

[Click here](#) for our three question customer experience survey.