

# GOVERNOR'S OFFICE OF THE DEAF AND HARD OF HEARING



## ANNUAL REPORT

JULY 1 2018 - JUNE 30 2019



# FY19

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**Larry Hogan**  
Governor



**Boyd Rutherford**  
Lt. Governor



**Kelby Brick**  
Director

# GOVERNOR'S LETTER

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**LARRY HOGAN**

Governor

Maryland State House  
100 State Circle  
Annapolis, Maryland 21401



Dear Fellow Marylanders,

I am pleased to share with you the 2019 Annual Report prepared by the Governor's Office of the Deaf and Hard of Hearing.

The Governor's Office of the Deaf and Hard of Hearing has worked diligently everyday to improve the accessibility and quality of life for all Marylanders, including Maryland's 1.2 million Deaf and hard of hearing constituents.

In the past year, I was most proud of Maryland's investment in the Deaf Ecosystem, an approach to retain and harness the collective socio-economic power within the Deaf community through collaboration and support. Maryland's Managing for Results reports that Deaf employment rates have more than doubled, which is unprecedented across the nation. More state agencies are hiring Deaf and hard of hearing employees and requiring ASL fluency in their employment search. Maryland now has over 70 Deaf and hard of hearing owned businesses, greatly contributing to the state's economy.

I remain committed to the office's priorities and the continuation of expanding opportunities and enhancing the general well-being of Deaf and hard of hearing Marylanders, from rolling out Text-to-911 on a statewide level to addressing interpreting quality in Maryland.

With Director Brick and the office's exemplary work and leadership, and the Deaf and hard of hearing community's support - together, we will change Maryland for the better.

Sincerely,

A handwritten signature in black ink that reads "Larry Hogan". The signature is fluid and cursive.

Larry Hogan  
Governor

# DIRECTOR'S LETTER

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**KELBY BRICK, ESQ., CDI**

Director

Governor's Office of the Deaf and Hard of Hearing  
100 Community Place  
Crownsville, Maryland 21032  
443-453-5761  
gov.odhh@maryland.gov



Dear Friends,

The Governor's Office of the Deaf and Hard of Hearing is proud to present our Annual Report for Fiscal Year 2019.

With Governor Hogan's priority on employment and equal access for all Marylanders, the Governor's office has been working with numerous stakeholders to promote the hiring of Deaf and hard of hearing individuals. From bringing unprecedented growth in employment to working with over 100 different departments and agencies to increase access and opportunities for 1.2 million Deaf and hard of hearing Marylanders. The Governor's office is dedicated to making Maryland a better place for Deaf and hard of hearing individuals to live, work, raise a family, and retire.

Maryland values innovation and initiative, which reflects the Governor's office progression towards doubling employment rates, increasing qualified access to services, and raising the bar in protecting and enforcing the civil, human rights of Deaf and hard of hearing individuals.

As the office greets the new year, we continue to be a leader for our nation for education, access, and jobs, to invest in the Deaf Ecosystem and change Maryland for the better. The community's involvement and support is always welcome.

Warmly,

Kelby Brick, Esq., CDI  
Director

# RESPONSIBILITIES

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The office was established in October 2001 through legislation (Chapter 537 of the Acts of the 2001 General Assembly). In accordance with the 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.

The office believes that all Maryland constituents 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.

# PRIORITIES

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The current priorities of the office include the following:

## **DEAF ECOSYSTEM**

Expanding the Deaf Ecosystem to support current and aspiring Deaf and hard of hearing business owners in Maryland to reduce underemployment and unemployment.

## **SIGN LANGUAGE INTERPRETERS**

Addressing fraudulent and unqualified interpreters in the state of Maryland.

## **IMPROVEMENT OF STATE SERVICES**

Collaborating with state services, agencies, and programs to improve efficiency and quality of services delivered to Deaf and hard of hearing Marylanders.

# GOVERNOR'S COORDINATING OFFICES

In Maryland, the Governor's Coordinating Offices directly serve as agents of the Governor. Each office holds specific knowledge and expertise in different fields, allowing for close collaboration, coordination, and information sharing with agencies and other entities across the state. In turn, the Governor has access to real-time knowledge of Marylanders' needs.

The tasks and priorities of the Governor's Coordinating Offices are aligned with the Governor's agenda. Similar to the Governor's Cabinet, the Coordinating Offices have a strong influence across state entities, departments, and agencies, allowing for extensive collaboration and consulting.

**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 of Service and Volunteerism**

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

All of the Governor's Coordinating Offices are located at 100 Community Place in Crownsville, Maryland.

To learn more about the work and duties of the Governor's Coordinating Offices, please visit: [governor.maryland.gov/governors-coordinating-office](http://governor.maryland.gov/governors-coordinating-office).

*\*A Unit of the Governor's Office of Crime Control and Prevention*

# DEAF ECOSYSTEM

*Expanding the Deaf Ecosystem to support current and aspiring Deaf and hard of hearing business owners in Maryland to reduce underemployment and unemployment.*

Due to systematic barriers in society ranging from inaccessibility to limited educational training opportunities, the ability to secure long-term, well-paying employment has been difficult for Deaf and hard of hearing Marylanders. More than 80 percent of the Deaf and hard of hearing population are either underemployed or unemployed. Deaf and hard of hearing business owners have also faced societal barriers, hindering their ability to maintain and expand businesses.

The Deaf Ecosystem, a term coined by Director Kelby Brick, is a critical tool in combating the pervasive underemployment and unemployment that many Deaf and hard of hearing individuals experience. As commonly witnessed with many other minority groups, the Deaf and hard of hearing community's collective wealth and opportunities are often exploited and dispersed into the larger society. Because resources tend to leave the community, Deaf and hard of hearing individuals are disempowered with severe negative impacts on their socio-economic status.

To enable empowerment, purchasing power, and economic mobility of Deaf and hard of hearing individuals, the Deaf Ecosystem's fundamental approach is to retain and harness the collective socio-economic power within the community's individuals, organizations, and businesses through community collaboration and support. Examples include fostering an inclusive entrepreneurial environment where Deaf and hard of hearing individuals can realize their potential without any barriers, supporting and patronizing local Deaf and hard of hearing businesses, and hiring Deaf and hard of hearing professionals and employees. By working together and supporting one another, the Deaf and hard of hearing community is able to accomplish more than they can alone.

**2x**

*Deaf and hard of hearing successful employment outcomes in Maryland have more than doubled.*

Ultimately, a strong Deaf Ecosystem will lead to increased social and economic clout from the retention and expansion of jobs, resources, and wealth within the Deaf and hard of hearing community. The community's increased influence is leveraged to support the community in turn, creating a synergistic effect. The synergy leads to more healthy, productive, and empowered Deaf and hard of hearing constituents. Social, political, and economic barriers no longer stand in the way and discrimination is diminished.

Director Brick explains the concept and approach of the Deaf Ecosystem in this video: [odhh.maryland.gov/deaf-ecosystem](https://odhh.maryland.gov/deaf-ecosystem).

# DEAF & HARD OF HEARING BUSINESS OWNERS

Deaf and hard of hearing owned businesses in Maryland continues to grow, including openings of Streetcar 82 Brewery and Glam by Becca. Businesses like these have actively hired and recruited Deaf and hard of hearing employees, contributing to a robust Deaf Ecosystem in Maryland.



*Deaf and hard of hearing business owners in Maryland from 2000-2020*

To further support Maryland's Deaf and hard of hearing entrepreneurs and small business owners, the office visited incubators in Maryland and distributes a video series of #MarylandDeafEcosystem spotlights on social media featuring Deaf owned businesses and their services.

On a daily basis, the office connects state resources with Deaf and hard of hearing business owners. To connect business owners with the Deaf and hard of hearing community and Maryland at large, the office maintains a directory composed of Maryland Deaf and hard of hearing owned businesses at [odhh.maryland.gov/directory/#dhhbizs](https://odhh.maryland.gov/directory/#dhhbizs).





# STREETCAR 82: \$8 MILLION IMPACT

“The Governor's Office of the Deaf and Hard of Hearing seeks to advance the Deaf Ecosystem, meaning we support and promote Deaf and hard of hearing-owned businesses and the hiring of Deaf and hard of hearing employees in public and private sectors,” said Kelby Brick, director of the office. Read more about Streetcar 82 at [open.maryland.gov/blog/streetcar-82-makes-name-deaf-owned-businesses](https://open.maryland.gov/blog/streetcar-82-makes-name-deaf-owned-businesses).

**“We are so proud that Streetcar 82 is doing just that! This business has hired remarkable Deaf employees and has brought the Deaf community together, which has in turn, had great impact for educating other businesses and hearing individuals about our community and culture.”**

- Director Brick



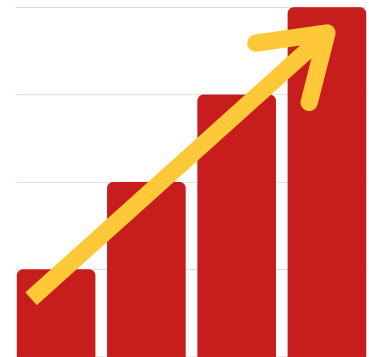
# DEAF & HARD OF HEARING EMPLOYEES AND JOB SEEKERS

To ensure that all Deaf and hard of hearing Marylanders have an equal footing in employment, the office shares current and upcoming key state employment resources such as the Department of Rehabilitation Services (DORS), the Department of Labor, and other state agencies.

The office has frequently encouraged state agencies, including DORS, to use Deaf and hard of hearing employees and contractors when serving Deaf and hard of hearing individuals. Jobs have been posted that require ASL fluency, for example, the Maryland Relay Director with Telecommunications Access of Maryland and Correctional Officers with Department of Public Safety and Correctional Services.

These initiatives created results in helping reduce unemployment rates in Maryland. Such statistics show that the Deaf Ecosystem is working, and may be the best approach that positively impacts the employment rates of Deaf and hard of hearing individuals anywhere in the country.

The office is working on gathering data for all Deaf and hard of hearing state employees in the hopes of hosting the state's first Deaf State Employee Summit.



*Maryland agencies hiring Deaf and hard of hearing employees from 2000-2020*



# SIGN LANGUAGE INTERPRETERS

## *Addressing fraudulent and unqualified interpreters.*

In the past several years, the office has received numerous complaints and concerns about unqualified and fraudulent sign language interpreters from constituents and businesses across Maryland. Unqualified and fraudulent interpreters in courts, government, schools, hospitals, and many other settings can cause significant harm to Deaf and hard of hearing constituents by failing to convey information and effectively isolating Deaf and hard of hearing constituents from their community at large.

To ensure equitable communication and language accessibility for all Deaf and hard of hearing constituents in Maryland, the office monitors information on fraudulent practices involving unqualified sign language interpreters and refers constituents to the Maryland Commission on Civil Rights and the Office of Health Care Quality for follow-up.

In FY18, the office hosted multiple public forums to gather information and feedback on how to address the issue of fraudulent and unqualified sign language interpreters. Over 100 individuals attended the forum at the Community College of Baltimore County-Catonsville and over 75 individuals attended the forum at Gaithersburg Library. The office continued to work with stakeholders towards addressing these issues.

In FY19, the office staff attended numerous town halls hosted by the community, and participated in nationwide conferences on interpreter quality and fraudulence. The office has been working to address many of these issues internally. In the meantime, the importance of RID-certified and qualified interpreters and Certified Deaf Interpreters have been a widespread message.

## **CENTRALIZED INTERPRETER FUND**

The office has conducted research on ways to increase fiscal responsibility and improve the efficiency and quality of sign language interpreting services within state departments and agencies in Maryland. The office worked with the Department of Budget and Management to create a new comptroller code for all state agencies to use to record their expenditure activity on sign language interpreting services. The standard use of a single code will begin to enable an accurate assessment of cost savings and aid in the fiscal evaluation of establishing a centralized source for state procurement of sign language interpreter services. Preliminary findings indicate potential for cost-savings under a centralized budget while making the state government more efficient and responsive.

# THE NEED FOR CERTIFIED INTERPRETERS

As required by state and federal law, private and public entities must provide qualified interpreters and other accommodations (such as real-time captioning) for Deaf and hard of hearing constituents. The office always advises entities to use interpreters who are certified from the Registry of Interpreters for the Deaf (RID). RID sets the minimum standards for interpreting since there is no policy framework in place.

Certification of sign language interpreters is extremely important to protect entities from liability exposure and miscommunication between both parties. Entities have the right to seek different bids from different agencies for the interpreting job. To view a listing of agencies in Maryland, please see: [odhh.maryland.gov/directory/#interpreting-communication-access](http://odhh.maryland.gov/directory/#interpreting-communication-access).

The office has especially promoted the growth and use of the Certified Deaf Interpreter (CDI) profession, ensuring that CDIs are used in state emergency broadcasts in Maryland, the Governor's State of the State address, public official meetings, situations that involve the mental health setting, and meetings that involve children or DeafBlind constituents. Having fluency in various American Sign Language (ASL) dialects is critical and necessary for different interpreting situations. CDIs are the most able to provide high-quality services because American Sign Language is their primary and native language.



# STATE EMERGENCY BROADCASTS

In the past, Deaf and hard of hearing constituents raised concerns about the absence of sign language interpreters during state emergency broadcasts, and if provided, the interpreters would often be cut off screen.

In FY16, the office developed and distributed a memorandum to media outlets in Maryland regarding the on-screen framing of the speaker and interpreter. Several recommendations were made, such as ensuring that the interpreter is fully on-screen rather than being cropped off-screen. Since then, Governor Hogan and his staff have been aware and respectful in following the specifications of clearly showing an ASL interpreter on the news for full accessibility.

This critical message continued to be spread in FY19 as the office continues their work with the Maryland Emergency Management Agency, becoming a model for the county level and for other states: [odhh.maryland.gov/broadcasts](https://odhh.maryland.gov/broadcasts).



# IMPROVEMENT OF STATE SERVICES

*Collaborating with state services, agencies, and programs to improve efficiency and quality of services delivered to Deaf and hard of hearing Marylanders.*

To improve the efficiency and quality of services provided to Deaf and hard of hearing Marylanders, the office collaborates with state programs and agencies on a daily basis. The office actively serves on, and provides expertise to, various advisory groups, boards, focus groups, and policy meetings.

## **EARLY LANGUAGE ACQUISITION AND BILINGUALISM**

Across the country, many Deaf and hard of hearing children show up to school either without language or delayed in language, impacting them for the rest of their lives. This is because those children have not had access to language bilingually, with American Sign Language as a visual language, and English.

Not providing children early access to language has been an ongoing and recognized issue at the national level, the local level, and in Maryland's Early Hearing Detection and Intervention (EHDI) Advisory Council, which is comprised of parents, professionals and Deaf individuals as well as a representative from the office.

Given that 90-95% of Deaf and hard of hearing infants are born to hearing parents who often have very little to no knowledge or command of American Sign Language (ASL), it is critical that we develop strong support systems for these families.

A part of that process is ensuring that parents be given accurate and critical information. A common misconception that often occurs is that ASL is a communication option rather than a bona fide language. Another misconception is that parents need to choose between ASL and English even though data repeatedly shows that these options are not mutually exclusive and that the best way to prevent language deprivation for most Deaf and hard of hearing children is to provide them with access to both languages within months of birth. There is no scientific basis for limiting Deaf and hard of hearing children's access to multiple languages.

In FY18, the office and the Maryland State Department of Education (MSDE) along with other agencies and stakeholders developed a Technical Assistance Bulletin (TAB) with the goal of providing Early Intervention providers and families information on how to support language acquisition of newly identified Deaf or hard of hearing children. The TAB provides detailed information on language development and promotion, as well as the importance of bilingual language development and how to support families with multi-lingual households.

To view the TAB, please see:  
[marylandpublicschools.org/programs/Documents/Special-Ed/TAB/18-02-DeafHardHearing.pdf](http://marylandpublicschools.org/programs/Documents/Special-Ed/TAB/18-02-DeafHardHearing.pdf).

In the passing of SB677 (Support for Parents) in the 2019 Legislative Session, the Hearing Aid Loan Bank has been renamed to the Hearing Aid and Language and Communication Video Loan Bank. The office will assist MSDE to expand the bank to include videos and resources to help families learn ASL to communicate with their child.

## **MARYLAND DEPARTMENT OF HEALTH (MDH)**

The office works closely with MDH with several of its departments and programs, including the Behavioral Health Administration, Developmental Disabilities Administration, and Office of Health Care Quality.

## **BEHAVIORAL HEALTH ADMINISTRATION (BHA)**

The office serves on the statewide Behavioral Health Administration Advisory Council (BHAC) and chairs the Cultural and Linguistic Competence (CLC) Committee. The committee works on promoting and advocating for a culturally competent and comprehensive approach in Maryland's system. Through the committee and other departments, the office works on ensuring that Deaf/hard of hearing individuals are able to access quality behavioral health services.

In November 2018, ODHH Policy Manager Jacob Salem became the Co-Chair of the CLC Committee. Since then, two major accomplishments transpired as a result of commitment and inclusive work by the CLC committee:

- In early 2016, the CLC committee proposed to draft a CLC plan as an instrumental effort to address the severe lack of cultural and linguistic competency among providers within the behavioral and mental field. Numerous drafts occurred throughout the years and the CLC plan was officially adopted and went into effect several months later in FY2020. In a corresponding move, the BHA began offering CLC seminars across Maryland to educate LBHA/PBS/LAA about the importance of ensuring patients receive appropriate services by professionals with cultural and linguistic competency.
- In May 2019, the CLC committee has developed a vision statement: "Maryland behavioral health services will address systemic inequities, will be accessible, grounded in cultural humility, and responsive to the experiential and linguistic needs of each individual."

CLC plan reflects years of effort as put forth by the CLC committee including previous chairs and members and the work is not quite done there; the CLC plan is a stepping stone. The CLC committee commits to evolve and adapt appropriate measures to ensure the behavioral and mental health services remain responsive and accessible for the Deaf community as well as marginalized and under-serving populations in Maryland.

## **DEVELOPMENTAL DISABILITIES ADMINISTRATION (DDA)**

The office works closely with DDA to ensure that the support serves remain responsive and accessible for Deaf individuals with developmental disabilities. The office and DDA jointly developed a survey to collect information from over 100 providers in Maryland and data analysis is being conducted to identify gaps in the areas of services.

## **OFFICE OF HEALTH CARE QUALITY (OHCQ)**

The office works closely with OHCQ in various capacities and frequently refer constituents to file formal complaints with OHCQ for appropriate response. OHCQ licenses and certifies facilities and programs throughout Maryland. OHCQ surveys these facilities and programs to determine compliance with state and federal regulations, which set forth minimum standards for the delivery of care.

## DEAF CULTURE DIGITAL LIBRARY (DCDL)

DCDL is a one stop information center that will provide Maryland residents, local public library staff, college and university librarians, and other libraries with access to online resources on Deaf culture, a comprehensive electronic collection of Deaf resources, Deaf cultural programs, and training programs for library staff. DCDL is one of only two departments that have the requirement of the coordinator being Deaf or hard of hearing written in law. Susan Cohen is the current coordinator.

The office works closely with DCDL to provide guidance and assistance. Policy and Communications Manager TraciAnn Hoglind serves on DCDL's advisory board. In May, DCDL celebrated its 5 year anniversary and created a collaborative video with the office to announce a new contract with a Deaf owned website developer (Eyeth Studios) to redesign the DCDL website and put it on an independent server. Watch the video announcement: [facebook.com/watch/?v=2278493099067970](https://www.facebook.com/watch/?v=2278493099067970).



## DEAFBLIND SERVICES

The office continues to advocate for improved access to services for DeafBlind Marylanders. The office sits on several work groups in different state agencies, including Maryland Relay, the Division of Rehabilitation Services, and the Department of Disabilities.

Maryland Relay's work group focuses on strengthening telecommunications access for DeafBlind constituents while the Division of Rehabilitation Services' work group works towards finding effective ways for the community and partners to provide specialized and sustainable services to help increase economic self-sufficiency and competitive employment outcomes for DeafBlind Marylanders.

## DEPARTMENT OF LABOR

The office received concerns from constituents about accessibility at Workforce Centers across the state of Maryland. Collaborative work is ongoing between the office and Department of Labor to ensure on-site interpreting and video remote interpreting access at all sites as well as cultural competency training.

## MARYLAND INSURANCE ADMINISTRATION (MIA)

The office routinely refers constituents to the Maryland Insurance Administration for issues with health insurance, and collaborated with the agency to work on initiatives for Deaf constituents to receive direct services with providers who are Deaf or ASL fluent that are out-of-network to be covered at the in-network cost.



### **MARYLAND COMMISSION ON CIVIL RIGHTS (MCCR)**

The office referred constituents to file formal complaints with MCCR, provided scope of information about the process, operated as a person of contact for technical assistance in appropriate areas, including employment discrimination.

### **MARYLAND DEPARTMENT OF DISABILITIES (MDOD)**

The office provided technical assistance for MDOD's various projects including emergency preparedness.

### **MARYLAND DEPARTMENT OF HUMAN SERVICES (DHS)**

The office has referred Deaf constituents in need of public assistance to the Department of Human Services.

### **MARYLAND DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES**

The office and DPSCS interacted in various capacities from human resources department, training commission, and law enforcement services along with ensuring compliance with the settlement emanating from the Jarboe, et al v. Maryland Department of Public Safety and Correctional Services (DPSCS), et al, settlement in the U.S. District Court of Maryland.

The office established a relationship with DPSCS through its various commissions to learn about police academy as well as the overall function of licensing and training. Office staff observed one of their training classes that specifically focuses on interacting with individuals with intellectual and emotional disabilities. Opportunities for improvements in the area of serving Deaf constituents have been identified in the area of learning objectives which are to be established by the commission.

### **MARYLAND DIVISION OF REHABILITATION SERVICES (DORS)**

The office assisted with recruitment promotion of employment opportunities, distributed information about enacted statutory laws, and supported the DORS in various areas relating to Deaf ecosystem and policies.

### **MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)**

GODHH and Department of Housing Community Development began working together to identify state funds available for housing while discussing the best model as appropriate for the State of Maryland.

### **MARYLAND MOTOR VEHICLE ADMINISTRATION (MVA)**

The office and Maryland Vehicle Administration collaborated to address the quality of services for Deaf constituents and provided technical assistance in the area of accessibility.

### **BALTIMORE VICTIM WITNESS UNIT**

The office provided the Baltimore City's Victim Witness Unit with appropriate resources and provided technical assistance in terms of ensuring interpreters being arranged are certified themselves and emphasized the importance of using certified Deaf Interpreters in case of interaction with minors as well as Deaf individuals with limited literacy.

### **NATIONAL ASSOCIATION OF STATE AGENCIES OF THE DEAF AND HARD OF HEARING (NASADHH)**

The National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH) functions as the national voice of state agencies serving Deaf and Hard of Hearing.

Along with the Virginia Department for the Deaf and Hard of Hearing (VDDHH), the office helped sponsor and organize NASADHH's 2019 annual meeting that took place in both Maryland and Washington, DC. The office and VDDHH also represents NASADHH at the monthly Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN) national meetings.

### **PUBLIC WORKS FREDERICK**

The office made an appropriate referral on behalf of DeafBlind constituents to the Public Works Frederick for safety improvements within the City of Frederick including installment of sidewalks, new signals, and various conditions as applicable. Public Works Frederick works closely with Frederick Police, Traffic Engineering, and Department of Public Works - Traffic Lines.

### **DEAF INDEPENDENT LIVING ASSOCIATION (DILA)**

The Deaf Independent Living Association offers residential services for Deaf adults with developmental disabilities. The office attended DILA's town hall to learn about alternative living unit and offered support in the area of connecting with state resources. In an ongoing partnership with DHCD, the office supports DILA's pursuit of available funds for a possible expansion of residential services across Maryland.

## **TELECOMMUNICATIONS ACCESS**

Ensuring the safety of Maryland's Deaf and hard of hearing citizens is a top priority for the office. In the past year, the state has worked on updating 1960s-era emergency systems by setting up text-to-911 infrastructure to roll out to the counties' public safety answering point (PSAP) locations. Emergency calls are received and handled at the counties' PSAPs. As the location for the Maryland School for the Deaf, Frederick County was the first county in Maryland to adopt the text-to-911 technology in 2015. Since then, over 15 counties have adopted functional capacities and there are 8 counties remaining to join.

With the majority of the country's population now using cell phones instead of landline phones and that 70% of 911 calls coming from cellular users, it is critical that all citizens, especially Deaf and hard of hearing individuals, are able to text to 911 for emergencies.

In addition to being able to text 911, access to high-speed internet is critical for Deaf and hard of hearing residents who use videophones to make and receive phone calls. In FY18, Governor Hogan announced a public-private partnership with Microsoft Corp. and Declaration Networks Group, Inc (DNG) to expand rural broadband access in Garrett County, Maryland.

Access to affordable and reliable internet service is critical for Maryland's Deaf and hard of hearing businesses, families, and students to thrive in the Deaf Ecosystem and fully participate in the digital economy. To read the full press release, please see: [governor.maryland.gov/2018/04/24/governor-hogan-announces-maryland-selected-for-national-rural-broadband-public-private-partnership/](http://governor.maryland.gov/2018/04/24/governor-hogan-announces-maryland-selected-for-national-rural-broadband-public-private-partnership/).

## **REGULAR EXTERNAL MEETINGS AND COUNCILS**

The office regularly participates and contributes in meetings and serves on various councils, including:


- Early Hearing Detection and Intervention
- Behavioral Health Advisory Council
- Cultural and Linguistic Competency Committee
- Deaf Culture Digital Library
- Maryland Alliance of Disability Commissions and Committees
- Maryland Advisory Council on the Deaf and Hard of Hearing
- Deaf and Hard of Hearing Consumer Advocacy
- NASADHH Network Monthly Meetings
- Howard County Commission on Disabilities
- Community College of Baltimore County - Catonsville ASL and Interpreter Program Advisory Council

# LEGISLATIVE AWARENESS DAY 2018

The 2018 annual Legislative Awareness Day event was held on October 8th. The office's LAD is an annual event aimed at improving the Deaf and hard of hearing community's awareness on legislative issues, as well as promoting conversations about issues affecting Deaf and hard of hearing individuals.

Maryland Advisory Council on the Deaf and Hard of Hearing Chair Dr. Larry Gray led the event and moderated the panel. Lieutenant Governor Boyd Rutherford joined the event, which also included a presentation by Suzy Rosen Singleton, a panel discussion with Bradley Christlieb, Michael Catron, Lisa Montalvo-Diaz, and Katrina Aristy, and ended with an award ceremony.

"This annual event connects the community with the state government and helps the state become more responsive to the needs of the community," commented Governor's Office of the Deaf and Hard of Hearing Executive Director, Kelby Brick.



**"I'm honored and excited to help present the awards again. [LAD] is yet another way where Governor Hogan, Director Brick, and I show our commitment to strengthening the Deaf Ecosystem and supporting the Deaf and hard of hearing community."**

- Lt. Governor Boyd Rutherford

# LAD 2018 HONOREES

## **7TH ANNUAL GOVERNOR'S KELBY BRICK COMMUNITY LEADERSHIP AWARD**

**Dr. Khadijat Rashid**

*Dean at Gallaudet University and former board member of Maryland School for the Deaf and the Maryland Association of the Deaf*

## **OUTSTANDING PUBLIC OFFICIAL AWARD**

**Prince George's County Executive**

**Rushern Baker**

*The first sponsor and champion of the legislation that enacted the Governor's Office of the Deaf and Hard of Hearing*

## **DEAF BUSINESS AWARD**

**Streetcar 82 Brewery**

*The first Deaf owned brewery east of the Mississippi River*

## **CIVIC ENGAGEMENT AWARD**

**Heidi Burghardt**

*Former president of Howard County Association of the Deaf and leader in ensuring accessibility within county government*

## **OUTSTANDING ALLY AWARD**

**Sheryl Cooper**

*Establisher and director of the Deaf Studies program at Towson University, and board member of the Maryland School for the Deaf*

## **DIRECTOR'S AWARD**

**Zainab Alkebsi**

*Policy counsel for the National Association for the Deaf and former Deputy Director of the Maryland Governor's Office of the Deaf and Hard of Hearing*

## **SPIRIT OF THE OFFICE AWARD**

**Jamie Pope**

*Tireless advocate for DeafBlind accessibility*

## **SPIRIT OF THE DEAF ECOSYSTEM AWARD**

**Deborah Nathanson**

*Leader in employment and entrepreneurship policy initiatives*

**"Maryland is known for its community involvement and this event recognizes those who roll up their sleeves and do the work needed to help make Maryland better!"**

- Governor Larry Hogan



# 2019 LEGISLATIVE SESSION

During the legislative session, the Maryland Governor's Office of the Deaf and Hard of Hearing monitors various bills that are introduced in the state legislature and may be of interest to Deaf and hard of hearing Marylanders. The office also ensures that the community remains informed of updates on hearings and votes on pending legislation. The office remains open for any constituent for information on legislative processes and appropriate referrals.

Three bills that directly impact Deaf and hard of hearing individuals were passed into law in FY19:

## **HOSPITALS - PATIENT'S BILL OF RIGHTS**

This bill requires hospital administrators to provide patients with a certain patient's bill of rights and require them to provide accommodations (i.e. interpreters) when explaining the patient's bill of rights. The patient's bill of rights will also be posted on the hospital's website and in areas of the hospital accessible to patients and visitors.

Video: [facebook.com/watch/?v=1116070115268318](https://www.facebook.com/watch/?v=1116070115268318).

## **HEARING LOOP SYSTEM REQUIREMENT**

This bill requires certain recipients of State funds to install an assistive listening system in an assembly area during construction or renovation of the assembly area if the assembly area uses or requires the use of a public address system and a state contract has been executed; authorize certain recipients of State funds to apply for a waiver from the requirement of a certain provision of the Act; require that the waiver request include a certain description; establish the Hearing Accessibility Advisory Board; etc.

Video: [facebook.com/watch/?v=859522731106900](https://www.facebook.com/watch/?v=859522731106900).

## **SUPPORT FOR PARENTS OF DEAF AND HARD OF HEARING CHILDREN**

This bill renames the Hearing Aid Loan Bank Program in the State Department of Education to be the Hearing Aid and Language and Communication Video Loan Bank Program; require the Loan Bank to lend and provide certain videos and certain downloadable resources to the parents or legal guardians of certain eligible individuals; exempt the parent or legal guardian of a Deaf or hard of hearing child from paying tuition for certain courses at a public institution of higher education; etc.

Video: [facebook.com/watch/?v=356323405216209](https://www.facebook.com/watch/?v=356323405216209).



# OFFICE KEYNOTE APPEARANCES

## KEYNOTE PRESENTATIONS

Office staff often represent the Governor and the office by making appearances to present and by hosting office visits for numerous constituents and groups.

Keynote appearances include:

- American Disabilities Act's 28th Anniversary
- American Deafness and Rehabilitation Association (ADARA) and Association of Medical Professionals with Hearing Losses (AMPHL) Conference
- Hearing Loss Association of America - Frederick Chapter
- Howard County Association of the Deaf Awards Ceremony
- Maryland School for the Deaf Work to Learn Program
- Maryland School for the Deaf Family Support and Resource Center
- Metro Baltimore Deaf Seniors
- Rhode Island Commission on the Deaf and Hard of Hearing Annual Event



# OFFICE EVENT APPEARANCES

## EVENTS

Office staff often represent the Governor and the office by making appearances to numerous events, conferences, trainings, locations, and town halls, including:

- Communication Services for the Deaf Social Venture Fund
- Cultural and Linguistic Competency Seminars
- Deaf DAWN Human Trafficking Workshop
- Deaf Interpreter Conference 3
- Deaf and Hard of Hearing Consumer Advocacy (DHHCAN)
- Deaf Independent Living Association and Maryland School for the Deaf's Townhall Meeting
- Deaf Law Day
- Disability Law Symposium
- Foxwell Apartments in Baltimore
- Glam by Becca Grand Opening
- Kennedy Krieger Institute Deafness-Related Evaluations and More (DREAM) Clinic
- Maryland Early Hearing Detection and Intervention Conference
- Maryland State Steering Committee for Deaf and Hard of Hearing Students Conference
- Maryland Association for the Deaf (MDAD) Conference
- Maryland Resilience Retreat
- National Association of the Deaf (NAD) Conference
- National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH) Annual Meeting
- Maryland School for the Deaf Alert Active Shooter Response Training for K-12 Schools
- Nigerian National Association of the Deaf
- Senior Citizen Housing
- Streetcar 82 Brewery Opening Ceremony
- The Daily Record Leadership in Law Special Awards



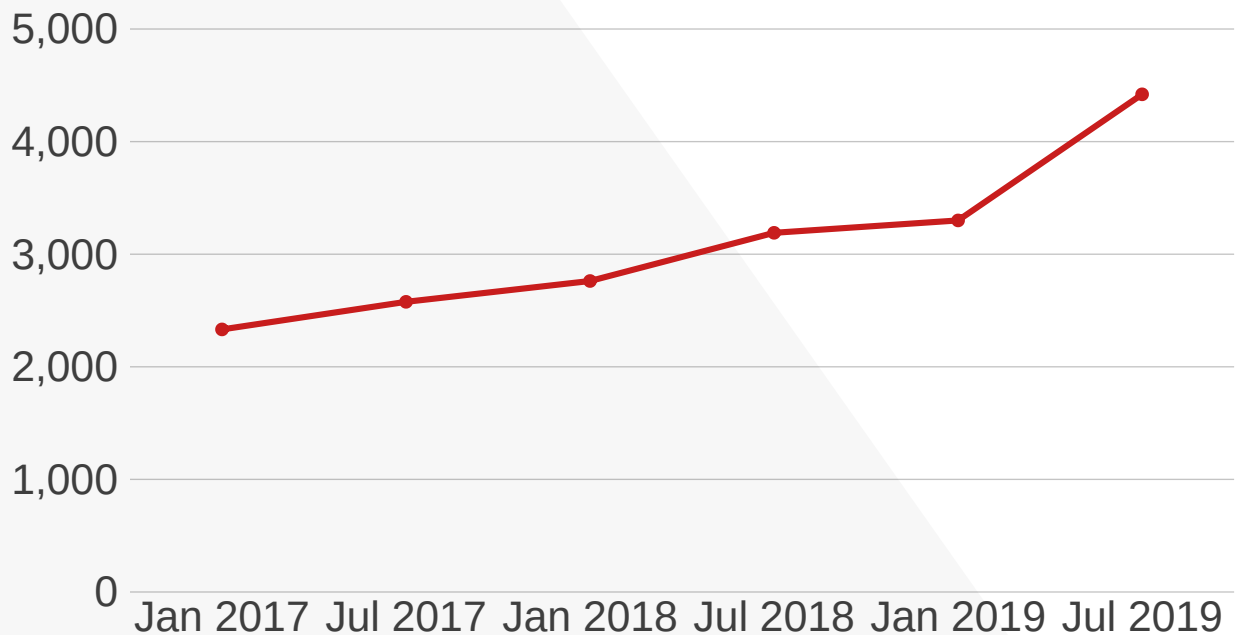


# COMMUNICATIONS

Sharing news on social media is the office's primary communication tool. When the office posts on Facebook, the post is re-shared through the office's Instagram and Twitter accounts. If constituents do not have a social media account, the office website [odhh.maryland.gov](http://odhh.maryland.gov) has a live newsfeed featuring social media posts, and all videos are posted on YouTube. Each image and video are fully accessible with descriptions and captioning.

With the community requesting for communications to be shared on Instagram, the office account was created in February 2019 and immediately earned over 600 followers. Highlights are saved in the profile for viewing.

With the office maximizing the use of accessible communications and engagement with the community, Facebook followers continue to increase. For instance, as shown in the line graph below, at the beginning of FY19 (July 2018), there were 3,200 followers. By the end of FY19 (June 2019), the office had a 40% increase with 4,420 followers.



**@MarylandGODHH**

# TOP NEWS & VIDEOS

Maryland School for the Deaf's Video on 60 Years of Integration

Dr. Sanjay Gulati on Language Deprivation of Deaf Children

SB677 - Support for Parents of Deaf and Hard of Hearing Children Bill

Correctional Officer Job Opening

Maryland Medicaid Hearing Aid Coverage for Adults

Partial Federal Government Shut Down - Filing for Unemployment

FeBREWary with Governor Hogan & Streetcar 82

HB1192 - Hearing Loop Systems Bill Signing

Maryland Relay Director Job Posting

Patient's Bill of Rights Bill Signing

## **MOST POPULAR VIDEO: 33.5K REACH & 2K+ INTERACTION**

Director Brick's Leadership in Law Award Announcement. Watch here: [facebook.com/MarylandGODHH/videos/1436154663201914/?v=1436154663201914](https://facebook.com/MarylandGODHH/videos/1436154663201914/?v=1436154663201914).



# LEADERSHIP IN LAW AWARD

To wrap up National Deaf History Month in April, the office announced that Director Kelby Brick is a recipient of The Daily Record's 2019 Leadership in Law Awards. The award recognizes Maryland's legal professionals for their community contributions.

Brick was selected by an outside panel of judges for his professional achievement, community service, and mentoring. The Daily Record wrote that Brick "stood out from the crowd" for his impeccable dedication and positive impact for the Deaf community and Maryland.

Prior to joining the office, Brick transformed the telecommunications relay services industry as the Vice President of Regulatory and Strategic Policy at Purple Communications. Brick also served as the director for the Law and Advocacy Center at the National Association of the Deaf. Brick is active in numerous advocacy organizations and served as a board member of the American Association of People with Disabilities, as well as on various federal and local advisory groups. Throughout his career, Brick has successfully adopted policies addressing underemployment and unemployment rates of Deaf people.

"Director Brick has dedicated his career to the Deaf and hard of hearing community and the Governor's Coordinating Offices congratulates him on this latest honor," said Patrick Lally, Senior Executive Director.

## LEADERSHIP IN LAW

"I am most proud of the state's commitment to the Deaf ecosystem under Gov. (Larry) Hogan, promoting Deaf-owned businesses and hiring Deaf employees in the private and public sectors."



**KELBY BRICK**

DIRECTOR

### GOVERNOR'S OFFICE OF THE DEAF AND HARD OF HEARING

**K**elby Brick led the drive in 2001 to establish the Governor's Office of the Deaf and Hard of Hearing, and he has been its director since 2015. He said he's proud of what the office has accomplished in transforming state policies, including greater Deaf and hard-of-hearing access to language, education, mental health, and emergency services.

"I am most proud of the state's commitment to the Deaf ecosystem under Gov. (Larry) Hogan, promoting Deaf-owned businesses and hiring Deaf employees in the private and public sectors," said Kelby, who was the first Deaf graduate of the Temple University Beasley School of Law in Philadelphia in 1997.

He said the state's Department of Rehabilitation Services has more than doubled the number of its Deaf clients who have been hired for jobs. "This level of success is unprecedented in the nation and reflects the Hogan administration's commitment to empowering Deaf people," he said.

Prior to his current position, Kelby founded a consulting firm

in 2013 that advises corporations and nonprofits. As a vice president with Purple Communications Inc. from 2006 to 2013, he established a system — later adopted by the Federal Communications Commission — that enabled telecommunications relay equipment to be accessible by phones and emergency systems.

In January, Kelby announced another breakthrough — the state's Medicaid program would provide coverage for hearing aids and other similar devices for all ages. Previously, the program only covered the devices for children and adults under 21.

"Our office received calls asking for financial assistance to help cover the cost of hearing aids due to the high out-of-pocket costs and the lack of coverage through Maryland Medicaid, so we worked with the Department of Health to address this significant gap," Kelby said. "The Hogan administration's expansion of Maryland Medicaid coverage for adults provides tremendous financial relief for thousands of eligible Marylanders in need of these vital services."

10 LEADERSHIP IN LAW

# MACDHH

The Maryland Advisory Council on the Deaf and Hard of Hearing (MACDHH) was established in October 2001 to advise and give support to the Maryland Governor's Office of the Deaf and Hard of Hearing. The Council, which is appointed by the Governor, is headed by a Chair and Vice Chair and consists of 18 members - nine members representing State agencies and nine members representing the Deaf and hard of hearing community.

Meetings are hosted four times a year at the Crownsville office. It is standard practice to automatically ensure access to public meetings hosted by the Governor's Office of the Deaf and Hard of Hearing through the use of American Sign Language interpreters, real-time captioners, and a hearing loop system. Other forms of accommodations such as tactile interpreting can be requested through the Office.

**CHAIR** Dr. Larry Gray  
**VICE CHAIR** Marny Helfrich  
**SECRETARY** Vikki Porter



## **CITIZEN REPS**

Jason Corning (DeafBlind)  
Dr. Lisalee D. Egbert  
Dr. Larry Gray  
Dr. Eddy F. Laird  
Vikki Porter  
Karunya Samuel  
Stephanie R. Summers (Parent)  
Mary Lynn Lally (Special Expertise)

## **DEPARTMENT OF EDUCATION**

Marion Marny Helfrich

## **COMMISSION ON CIVIL RIGHTS**

S. Spencer Dove

## **DEPARTMENT OF HEALTH**

Tanya D. Green

## **DEPARTMENT OF LABOR**

Victoria Wilkins

## **DEPARTMENT OF HUMAN SERVICES**

Gregory S. James

## **DEPARTMENT OF AGING**

Dakota Burgess

## **DEPARTMENT OF TRANSPORTATION**

Janet Moye Cornick

## **DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT**

Gordon M. Outlaw

## **MARYLAND SCHOOL FOR THE DEAF**

Erin Buck Skees

To view upcoming advisory council meetings and prior meetings' minutes, please visit: [odhh.maryland.gov/meetings](http://odhh.maryland.gov/meetings). To contact the Chair, please e-mail: [macdhhchair@gmail.com](mailto:macdhhchair@gmail.com).

# TOWN HALL MEETINGS

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As required by the office's enacting statute, the office must host at least two public town hall meetings each year to gather public feedback on the quality of state services and programs, the needs of Deaf and hard of hearing individuals, and the functions and operations of the office.

Instead of only hosting two town hall meetings annually, the office expanded the number of town hall meetings to a minimum of four meetings each year. In FY19, the office hosted six town hall meetings.

After each advisory council meeting, the office hosts town hall meetings to promote engagement among council members and constituents, and for the office and council to gather feedback and gain a better understanding of the community's needs and concerns related to state issues and the Governor's priorities.

To view locations of the upcoming advisory council meetings, please visit: [odhh.maryland.gov/meetings](http://odhh.maryland.gov/meetings).

## **FY19 TOWN HALL MEETINGS**

September 2018 - Crownsville

September 2018 - Community College of Baltimore County - Catonsville

November 2018 - Baltimore

November 2018 - Hyattsville

December 2018 - Crownsville

March 2019 - Crownsville

June 2019 - Crownsville

## **SCHEDULED FY20 TOWN HALL MEETINGS**

September 13, 2019

December 9, 2019

March 13, 2020

June 8, 2020

# MANAGING FOR RESULTS

Managing for Results (MFR) is a strategic planning, performance measurement, and budgeting process that emphasizes use of resources to achieve measurable results, accountability, efficiency, and continuous improvement in State government programs.

The office collects data internally and from collaborating state offices and agencies each year.

## MISSION

The Governor's Office of the Deaf and Hard of Hearing (GODHH) represents the Governor in furtherance of the State's goal of promoting equal access for all Marylanders by providing expertise that enhances the general well-being 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.*

	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of governmental entities involved in coordination of services to the deaf and hard of hearing through contact and/or involvement with ODHH	14	51	55	65	100	80	80

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.

	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Maryland Early Hearing Detection and Intervention Program, MDH: Number identified with hearing loss	152	84	85	95	80	97	97
Springfield Hospital Center, MDH: Deaf unit annual admissions	3	4	0	2	N/A	N/A	N/A
Telecommunication Access of Maryland, DoIT: Telephone assessments provided	364	403	790	543	466	N/A	N/A
Maryland School for the Deaf, MSDE: Number of students enrolled	516	520	532	508	515	545	534
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)	479	437	384	388	606	N/A	N/A
Division of Special Education/Early Intervention Services, MSDE: Number of families with an Individualized Family Services Plan (IFSP) with a hearing loss designation code	93	100	98	N/A	98	100	100
Division of Special Education/Early Intervention Services, MSDE: Number of children served through the Hearing Aid Loan Bank	12	10	17	N/A	15	15	15
Maryland Department of Disabilities: Instances of information and referral related to deaf/hard of hearing services and resources	N/A	N/A	17	15	11	13	15
Maryland Commission on Civil Rights: Number of complaints filed by deaf/hard of hearing constituents	3	5	14	10	6	10	10
Department of Human Services: Number of deaf/hard of hearing children and youth in care in the child welfare system	89	84	56	152	30	30	30
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals determined eligible for services	323	299	272	318	278	275	275
Division of Rehabilitation Services, MSDE: Number of deaf/hard of hearing individuals served	1,788	1,620	1,549	1,867	1,471	1,460	1,450
Maryland Deaf Culture Digital Library: Number of Website Visits	N/A	N/A	N/A	3,039	7,355	7,723	8,109

## 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.

	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Instances of information and referral	110	217	232	264	450	300	300

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

	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of email subscribers	1549	1579	1650	1843	1,422	1,750	2,000
Number of Facebook page followers	988	2154	2526	3,201	4,428	5,000	5,500
Number of Twitter followers	672	756	896	1,013	1,128	1,200	1,250
Number of ODHH website visits	17655	23128	20496	17902	23,042	20,000	20,000
Number of ODHH YouTube video views	N/A	8955	6323	7800	5,000	3,000	2,000
Number of Instagram followers	N/A	N/A	N/A	N/A	625	750	800

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

	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of town hall meetings or public forums	N/A	4	6	8	6	8	8

# STAFF BIOGRAPHIES

## **DIRECTOR KELBY BRICK, ESQ., CDI**

Brick led efforts in 2001 to establish the Maryland Governor's Office of the Deaf and Hard of Hearing. In 2011, Brick was the first recipient of the Governor's Kelby Brick Community Leadership Award, which is given annually to deserving recipients. Prior to becoming director of the office in 2015, Brick was the director for law and advocacy at the National Association of the Deaf (NAD), where he successfully mobilized NAD to establish precedents and landmark decisions in litigation and legislative and regulatory areas. Brick then became vice president of Purple Communications, Inc., where he led the company's regulatory and strategic policies to break down communication barriers for Deaf and hard of hearing individuals across the country. Brick transformed the telecommunications relay services industry, which provides telephone accessibility to individuals who are Deaf, hard of hearing, or speech-disabled. Brick led efforts in establishing a system that enables relay equipment to be interoperable and accessible with real local phone numbers and emergency access, which was later adopted by the Federal Communications Commission. In 2013, Brick founded Brick Advantage, a consulting firm that works with and advises corporations and non-profits. Brick has been active in different advocacy organizations and served as a board member of the American Association of People with Disabilities as well as various federal and local advisory groups. Brick has a Bachelor of Arts in government from Gallaudet University and a law degree from the Temple University Beasley School of Law. He is the first deaf graduate of the law school. He is also a Certified Deaf Interpreter.

## **POLICY MANAGER JACOB SALEM, MPA**

Salem holds a bachelor degree in Political Science from the University of Central Florida and a Masters of Public Administration degree from Gallaudet University. Throughout his professional and academic career, he held various leadership positions and advocated for increased access to employment, communication, and education. Salem has worked to support the Deaf ecosystem and contributed his entrepreneurial skills to assist local businesses and entrepreneurs. Salem's former internship projects included the Federal Communications Commission, Small Business Administration's 8(a) Business Development Program, Direct Video Communication, Telemedicine, Video Relay Services, Campus Accessibility, and Public Policy Hub. He joined the office in March 2018.

## **POLICY & COMMUNICATIONS MANAGER TRACIANN HOGLIND, MPH**

Hoglund is a passionate advocate for health equity and for the Deaf community. She handles policy work and office communications. Prior to joining our team in late January 2019, TraciAnn was a Health Access Project Specialist at the Massachusetts Commission for the Deaf and Hard of Hearing. She also has a total of 5 years of research experience in health and neuroscience. TraciAnn graduated with a Master of Public Health degree from Boston University. She also holds a bachelor's degree in Psychology with a minor in Business Administration from Gallaudet University.



# CHANGING MARYLAND FOR THE BETTER

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## CONTACT

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## LEARN MORE

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## FOLLOW

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