

## Governor's Office for Children Customer Service Overview

The Governor's Office for Children promotes the wellbeing of Maryland's children, youth, and families through data-driven policies and collective solutions.

The Governor's Office for Children's customers include:

- General Public
- Local Management Boards
- State Agencies
- Meeting and Conference Attendees
- Researchers Reviewing Office Policy Documents, Reports, and Presentations
- States Modeling the Office's Youth Policy Structure

The Governor's Office for Children's Customer Service Promise describes our commitment to responsive and positive collaborations including:

1. Improving the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence. For example, we will acknowledge all email inquiries and voicemail messages within one business day of receipt.
2. Ensuring State employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service. The Office will conduct annual customer service assessments. If the results indicate deficiencies in the provision of responsive and positive customer service, a special staff meeting will be called to address the deficiencies and reiterate requirements, expectations, and strategies.
3. Updating online publications, forms, Frequently Asked Questions, and pertinent information on our website so that our customers can find relevant, accurate information quickly and easily.



**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.

4. Using social media to get the word out about services, events, and news to provide our customers with information important to them.
5. A three question Customer Experience Survey is available on our website for our customers to provide feedback with results used to make improvements.

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 office for their professionalism, courtesy, and responsiveness in resolving a customer's needs, and for 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, and other customers with the best customer service. For more information, please see the customer service section of our strategic plan, located on the [Governor's Office for Children website](#).

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