

The Governor’s Office for Children promotes the well-being of Maryland’s children, youth, and families through data-driven policies and collective action.

CUSTOMER SERVICE: Our Commitment and Performance Measures

Our Commitment is to be Friendly and Courteous, Timely and Responsive, Accurate and Consistent, Accessible and Convenient, Truthful and Transparent.

Objectives

1. We will collaborate effectively with external partners, stakeholders, State agencies and each other on activities promoting and supporting sound child and family policy.
2. We will share relevant information with external partners and the public.
3. We will provide useful and sufficient training and technical assistance to the Local Management Boards.

Local Management Boards and General Public

Interagency

Internal

HOW MUCH DID WE DO?

1. # of convenings by the Office (large group sessions focused on a particular topic)
2. # of Trainings and technical assistance sessions
3. # of new Board staff oriented
4. # of newsletters, blog posts and other outreach activities

1. # of collaborative grant applications
2. # of joint or interagency presentations
3. # of memos on research and best practices shared with other agencies

1. # of collaborative activities (writing projects, presentations)
2. # of networking or referrals shared
3. # of resources and items of interest shared

HOW WELL DID WE DO IT?

1. % of quality resources shared by the Office with the Boards
2. % of monitoring information that is relevant to improve Board performance that is synthesized and regularly shared with Boards by the Office
3. % of work (phone calls, emails, etc.) completed on time
4. % of training and technical assistance participants who found the assistance valuable
5. % of Boards who receive few to no findings on fiscal monitoring reports

1. % of staff completing training in core competencies
2. % of staff reporting positive staff morale
3. % of new agency request for data, research and other information

1. % of staff reporting there are adequate opportunities for training
2. % of staff who feel their work is valued
3. % of staff who feel relevant information is shared on a regular basis

IS ANYONE BETTER OFF?

1. % of local jurisdictions and agencies that use the Boards as the primary or preferred mechanism for community assessment, funding, convening, data, etc.
2. % of Boards with diversified funding
3. % of Children’s Cabinet funded programs that demonstrate improvements in client outcomes

1. % of grant applications funded
2. % of memos and white papers that result in policy development
3. % of Children’s Cabinet 3 Year Plan goals accomplished or implemented

1. % of staff who report a respectful office environment that supports trust and communication
2. % of staff who like coming to work
3. % of staff who report that their work contributes to the mission of the Office
4. % of staff who report that their professional goals and development are supported