



**Governor's Office of Community Initiatives  
Customer Service Annual Report**



Table of Contents

FY17 Highlights	4
Status of Customer Service Training	7
Social Media Usage to Improve the Customer Experience	8

### FY17 Highlights

The Mission of the Governor's Office of Community Initiatives is, *"To serve as a coordinating office for the governor that connects Marylanders to economic, volunteer, and human service opportunities through government, business, and nonprofit partners."* To address that core mission, the Governor's Office of Community Initiatives outreach efforts encompass the state's geographic areas, ethnic groups, and faith communities.

Within the Governor's Office of Community Initiatives are eight ethnic and cultural commissions, the Governor's Office of Service and Volunteerism, Volunteer Maryland, and the interfaith office. These offices work collaboratively to address the needs of Maryland's diverse population.

The eight ethnic and cultural commissions, which include the; Governor's Commission on African Affairs, Governor's Commission on Asian Pacific American Affairs, Governor's Commission on Caribbean Affairs, Governor's Commission on Hispanic Affairs, Governor's Commission on Middle Eastern American Affairs, Governor's Commission on South Asian American Affairs, Maryland Commission on African American History and Culture, Maryland Commission on Indian Affairs, work to connect diverse ethnic and immigrant constituencies to the state's governmental agencies and help disseminate important information to the community. The interfaith office links the state's many faith communities to the governor and his initiatives.

The Governor's Office on Service and Volunteerism supports over 1,000 AmeriCorps members each year through its grant-making program. In addition, the office advocates for effective volunteer program management and recognizes volunteer service across the state on behalf of the Governor of Maryland. Each year, over 200,000 Maryland volunteers are recognized by the Governor's Office through activities and services provided by the Office on Service and Volunteerism.

Volunteer Maryland helps meet the needs of Maryland's volunteer community by placing AmeriCorps members into nonprofit organizations, schools, and government agencies throughout the state to serve as Volunteer Maryland Coordinators, bridging the gap between communities facing critical problems and citizens who want to volunteer to solve those problems. The AmeriCorps members help to build stronger, healthier communities by developing volunteer programs with the nonprofit organizations, government agencies, and schools they work with.

The mission of the Governor's Office of Community Initiatives allows a unique platform through which the agency can interact with diverse communities across the State. The extensive outreach by the department is done primarily through the attendance and hosting of events throughout the State. In 2016- 2017, over 725 events were held to address the needs of the respective

communities served by the ethnic and cultural commissions in the Governor's Office of Community Initiatives. A few of the highlights are provided below:

- **Lunar New Year at Government House**
- **Black History Month celebration at Government House**
- **Legislative Nights**
- **Volunteer Appreciation Month**
- **Asian American Heritage Month**
- **Governor's National Day of Prayer Breakfast**
- **2017 Atlantic Region National Service Training Conference**
- **TBT- The Basketball Tournament**
- **African Heritage Month**
- **Celebrate Africa Inaugural Gala**
- **2nd Annual Chesapeake Cowboys at Nicks Fish House**
- **Annual Interfaith Domestic Violence Conference**

#### [Status of Customer Service Training](#)

Currently, 83% of the staff in the Governor's Office of Community Initiatives has completed the customer service training.

#### [Social Media Usage to Improve the Customer Experience](#)

The Governor's Office of Community Initiatives is currently on Facebook and Twitter. These platforms are used to promote upcoming events, and highlight the community work that the department is engaged in throughout Maryland.