



Governor's Office of Community Initiatives Customer Service Overview

The Governor's Office of Community Initiatives is Governor Larry Hogan's office to enhance and improve opportunities for Maryland residents. We house the Governor's Office on Service and Volunteerism, Volunteer Maryland, community affairs and engagement within the executive branch of Maryland government, faith-based outreach, and the Governor's eight ethnic and cultural commissions.

The Governor's Office of Community Initiatives accomplishes outreach work by partnering with various community organizations, non-profits, and businesses throughout Maryland. We connect Marylanders to state and other resources through the eight ethnic and cultural commissions and the Governor's Commission on Service and Volunteerism.

The Governor's Office of Community Initiative's Customer Service Promise includes:

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 within 24 hours 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.
3. Improving the processing times of agency services to help citizens and businesses accomplish their transactions with the state.
4. Increasing the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.



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.

5. Updating online publications, forms, FAQs, and our website so that citizens and businesses can find relevant information quickly and accurately. We will ensure that all annual reports from our commissions and program information from the Governor's Office of Service and Volunteerism be available and easily accessible to the public, and that important office events and initiatives will be posted within a month of the event date.
6. Using social media to share services, events, news, application deadlines, and volunteer information on a daily basis.
7. A three-question Customer Experience Survey is available online for citizens and businesses to provide feedback. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will 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 also will continue to recognize top performers in our office for professionalism and courtesy, 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.

The Governor's Office of Community Initiatives is committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please visit our website: www.goci.maryland.gov.

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