



**DEPARTMENT OF PUBLIC SAFETY AND
CORRECTIONAL SERVICES**

2018 Customer Service Annual Report

Department of Public Safety and Correctional Services
Customer Service Annual Report

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FY18 Highlights

- **Customer Service Experience**
 - Customer Service is embedded in the Department of Public Safety and Correctional Services (DPSCS) mission and vision statements.
 - The Customer Service Promise prominently displays in every department and public access area.
 - Our survey is available to internal and external customers through our inter- and intranet sites, social media platforms, and all administrative personnel's email signature line.
 - Each administrative unit has a customized Customer Service Promise tailored to their needs and the needs of their customers.
 - Secretary Moyer sends quarterly emails to all staff providing updated customer service results, reaffirming our goal of inquiry response times of less than 24 hours, and thanking each employee for their customer service efforts.
- **Website**
 - Career building initiative, "Operation Hire: Careers at Public Safety," made available online, provides employees and prospects with access to the Maryland State Job Bank.
 - Improved Procurement webpage now identifies designated areas for commodities/services for those wishing to partner with DPSCS.
 - A new addition has been added on our website titled "News to Know NOW" that highlights new services and information.
- **Customer Service Training**
 - New employee orientation and onboarding process includes mandatory customer service training.
 - All administrative personnel now have access to customer service training made available through the HUB portal.
 - A customer service refresher training video created for all staff that highlights the basic hallmark of providing excellent customer service: timely and efficient responsiveness.

Recognition Given to Employees

The DPSCS Customer Service Liaison reviews each Customer Service Survey report to determine which of our employees meet the eligibility criteria to be nominated for Governor Hogan's Customer Service Heroes Award.

Customer service is now a component of our performance review standards. All members of management are encouraged to submit nomination forms for employee who exceed departmental standards and excel at embracing change and providing superior customer service.

Leadership Analysis of FY18 and Summary of FY19 Approach

Customer service is a continuous process of self-assessment, improvement, and reassessment. Our employees are dedicated to meeting the needs of our customers in the quickest response time possible. We continuously strive to meet our agency goal of ensuring all email, telephone, and mail inquiries are responded to or resolved within 24–48 hours. In instances where a resolution requires additional time, it is our customer service practice to still make contact with the customer by phone or email to acknowledge that we have received their inquiry and are working towards a prompt resolution. Our customers deserve and appreciate the peace of mind knowing that their voice has been heard and their concerns are being address in a timely manner.

Staff knows that the three question online survey that is part of our email signature gauges constituent satisfaction with services they receive from the DPSCS and that the updated weekly data allows us to track the status of our interactions to ensure that citizens are receiving a response to their comments as well as getting assistance when it is requested.

Whether the comment is a compliment about the service provided, an inquiry about a process or procedure, or a request for assistance, each comment is reviewed by our Customer Service Liaison and follow-up action is taken within eight hours.

Of equal importance to us is providing outstanding customer service to one another. Our coworkers depend upon us to perform our responsibilities so they can fulfill theirs. In FY18, we focused on improving service to our internal customers: the coworkers with whom we interact via electronic, telephone, written, and in-person.

Our overall “Very Satisfied/Somewhat Satisfied” Customer Service performance rating for FYQ1 and FYQ2 averaged 53.5%, well below the range of the over 80% of the 7,447 responses received by Maryland state agencies. Other sections of this report detail factors beyond our control that adversely affect our performance ratings and our plan for performance improvement. I believe that DPSCS employees can—and will—improve customer service to the best of their ability.

Detailed FY 18 Results and FY19 Plans

Many “Dissatisfied” responses relate to issues with Background Checks and Fingerprinting overseen by the DPSCS Information Technology Division (ITD). Our FY19 goal is to decrease “Dissatisfied” by 50% resulting in a +12 increase in the number of “Satisfied” for a 13% increase from 54% to 67%.

More than 50 private providers are authorized to submit fingerprints directly to the Maryland Criminal Justice Information System (CJIS) for the purpose of obtaining criminal history record checks. In addition to the fees required by the State, private providers collect an additional service fee.

For fast and accurate service, applicants are encouraged to follow specific instructions including listing an agency name and authorization number; a Government ORI number; completing the Livescan Pre-registration Application (LPA) form and presenting it at a fingerprinting center along with a valid form of government identification; and bringing payment as indicated by the providers and the State.

DPSCS understands that time is of the essence for those in need of Background Checks and Fingerprinting. However, not following instructions such as not having an agency name and authorization number, the designated government agency number, etcetera, affects processing and results delays; thus, the number of “Dissatisfied” survey responses.

Although many of the issues of those needing Background Checks and Fingerprinting are not within our purview or control, ITD is committed to providing better Customer Service and will be tracking and monitoring the timeliness of the process and the response time and working to streamline the system. Staff will provide verbally or via email the specific instructions for fast and accurate service and direct those inquiring to the LRA form and the written instructions on the DPSCS website.

Our commitment to Customer Service will continue to be addressed at all staff meetings and the Customer Service Promise will be not only displayed in public and common areas but posted at each work station.

Voice of the Custom

Our employees are dedicated to meeting the needs of our customers in the quickest response time possible. We continuously strive to meet our agency goal of ensuring all email, telephone, and mail inquiries are responded to and or resolved within 24–48 hours.

In instances where a resolution requires additional time, it is our customer service practice to still make contact with the customer by phone or email to acknowledge that we have received their inquiry and are working towards a prompt resolution.

Our customers deserve and appreciate the peace of mind knowing that their voice has been heard and their concerns are being address in a timely manner.

Survey Results

Customer Service Survey Results: January 1, 2018-June 30, 2018

Survey Question	Total Number of Respondents	Number of Respondents	Percentage of Very Satisfied / Somewhat Satisfied/ Somewhat Agree
1. Overall, how satisfied are you with the customer service provided?	89	48	53.9%
2. The state made it easy for me to handle my issue.	89	50	56.1%

Many customer service responses relate to dissatisfaction with day-to-day operations at our 27 institutions; generally, access to inmates, inmate information, visiting and entrance policies. For the security and safety of the public, our employees, and detainees and offenders under our supervision, exceptions cannot be made to established policies and procedures.

Survey respondents are informed of our policies and procedures and directed to the following services on our website: Find A Facility, Find An Inmate, and Facility Visiting Hour Changes.

Customer Service Training

The DPSCS executive and administrative staff completed the Customer Service Training for State Government online training class on the HUB and Customer Service training was added to the DPSCS orientation process.

In June, 2018, we produced a “refresher” customer service training video for all staff highlighting the basic hallmark of providing excellent customer service: timely and efficient responsiveness. That training is underway. The Secretary has made customer service a priority and emphasized that non-compliance to mandatory training is not acceptable.

We plan to make a series of in-house videos recognizing those employees who have been cited for their outstanding customer service and reinforcing the need for all of us to sharpen our professional skills as we continue to work to achieve our goal and exceed the standards for this program.

Customer Inquiry Response Times and Overall Time-to-Resolution

Customer Contact Centers

DPSCS does not operate any call centers.

Timeliness of Responding to Customer Inquiries

Upon notification and review of the posting of our Customer Service Reports on the Customer Service Portal, our Customer Service Initiative Liaison responds to each item within eight hours during normal business hours.

Best Practices

The status of Customer Service Survey inquiries and responses are addressed at Secretary Moyer's weekly Executive Staff meetings.

Plans for Improvement

We will continue to rely on the outstanding support of the Executive Staff for prompt assistance resolving issues in a timely manner.

Improving the Customer Experience from Multiple Perspectives

Across the Department, we are striving to reach our goal to acknowledge all email inquiries in a timely manner (within 24 hours during normal business hours) and to answer voice mail messages promptly (the same day or within 24 hours during normal business hours).

Making Agency Services Available Online

Online services are available for our external customers for whom we provide the following services: Victim Services and Advocacy; Victim Notification; Sex Offender Registry; Open Parole Hearings; and Procurement.

We also offer online services highlighting careers at Public Safety that include all of our recruitment incentives (bonuses, tuition reimbursement, etc.), testimonials, videos, and a direct link to the application process.

Processing Times for Customer Transactions

Although transaction processing is not an aspect of our Department, we are committed to serving victims of crime by bridging victims' services across DPSCS supervision agencies. Overseen by the Office of Victims Services, we assist crime victims at the various stages of the criminal justice process as offenders pass through State correctional facilities and parole/probation supervision. DPSCS also keeps victims informed of offender whereabouts and any changes in their supervision status.

Whether a victim of someone under DPSCS supervision, or a victim's family member, or a member of the public negatively impacted by a criminal act, we believe every victim has a right to respect, compassion and access to the criminal justice system.

Victim Services remains a top priority.

Adjusting Hours to Meet Customer Demands

DPSCS has not received any requests for adjusting hours to meet customer demands. Such requests will be considered and implemented whenever possible.

Social Media Usage to Improve the Customer Experience

DPSCS website and social media platform links and services:

- Careers at Public Safety
- Criminal Justice Partners
- Employees
- Find A Facility
- Find An Inmate
- Facility Visiting Hour Changes
- Fingerprinting & Background Checks
- Most Wanted Violators
- Offender Families
- Public
- Research
- Veterans
- Victims
- Sex Offender Registry
- Victim Notification System

Our primary objective is to ensure safety so that all Marylanders can enjoy living and working the State.

In an important measure to keep Marylanders safe, in July, 2018, OffenderWatch Software Service was acquired to replace the Maryland Online Sex Offender Registry. OffenderWatch will enable DPSCS to directly access and share information with a

nationwide network of law enforcement agencies, significantly increasing DPSCS's ability to manage and monitor Maryland's sex offender population as well as offenders from other jurisdictions residing in Maryland.

OffenderWatch Software has been implemented by more than 3,500 law enforcement agencies across the country, including seven Maryland counties and Baltimore City. More than 16 states have implemented OffenderWatch; additionally, the U.S. Department of Justice and jurisdictions in 17 other states use OffenderWatch.