



Maryland Department of Labor Customer Service Annual Report FY19





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FY19 Highlights

- The Maryland Department of Labor received more customer service surveys than any other agency.
- The Maryland Department of Labor maintained an 84% customer satisfaction rating.

Recognition Given to Employees



Acting Secretary James Rzepkowski with the top three customer service award winners at Employee Appreciation Day in May 2019

As a part of the department's customer service initiative, the goal is to recognize employees for providing excellent customer service while simultaneously motivating staff members and boosting the morale within the agency.

On May 8, 2019, the Maryland Department of Labor staff celebrated the “State Employee Appreciation Day” by hosting a special celebration during lunch. The event was coordinated by the director of constituent services along with the office of the secretary staff. The theme was Candyland to represent the agency’s “can-do” attitude.



Employees played games and were served lunch by the agency’s leadership team.

The agency’s senior leaders served lunch to the staff. The menu included hamburgers, hot dogs, chips, soda and cotton candy.

Each division within the agency was given a specific color to wear to the event. Staff enjoyed connecting with colleagues from various divisions. They were able to identify the appropriate division based on the color of their clothing.



Maryland Department of Labor's Deputy Secretary David McGlone and Chief of Staff, Kimberly Burns announcing winners of the drawings at Employee Appreciation Day May 2019.

Each division donated door prizes. The name of every Maryland Department of Labor employee was placed inside a prize drum and entered into a random drawing. Deputy Secretary David McGlone drew the names throughout the event and the winners claimed their prizes as their colleagues cheered them on. Prizes included gift baskets created by the Office of the Secretary staff.



Marching Ravens performing at the Maryland Department of Labor

Special highlights from the event featured an awards ceremony hosted by Acting Secretary Rzepkowski for the agency's customer service superstars and a special performance by members of the Marching Ravens, the official marching band of the Baltimore Ravens. Individuals who received multiple commendations from constituents for excellent customer service joined the Marching Ravens for a celebratory parade. The marching band led the employees to the event and they were welcomed by a round of applause. The band played several songs and stayed for pictures with the participants.



Lastly, Officer George Anderson with the Maryland Department of Labor's Police Department received the inaugural "Governor's Circle Award" for going above and beyond his duties. Officer Anderson was recognized in 2018 for stopping a robbery in progress in a nearby neighborhood and rendering aid to the victim, Mr. Jack McNelly until the paramedics arrived.

In addition, Officer Anderson created the Booker T. Washington Chess Program as a means to mentor students and help them develop skills necessary for the future job market. The idea came about when Officer Anderson was speaking with Secretary Schulz about ways to engage students at Booker T. Washington Middle School, which is located near Maryland Department of Labor's 1100 N. Eutaw Street building. Secretary Schulz felt that we should be able to give something back to the community where we worked. Being a champion chess player, Officer Anderson naturally suggested a chess program. He, along with Summar J. Goodman in the Office of the Secretary, established a partnership with the school to provide chess lessons to interested students during their lunch breaks, and in October 2018, the Booker T. Washington Chess Team was formed.

Because of his willingness to better the community where he serves, he was the recipient of the "2019 Governor's Circle Award." Deputy Chief of Staff, Tiffany P. Robinson presented Officer Anderson with the award.

Leadership Analysis of FY19 and Summary of FY20 Approach

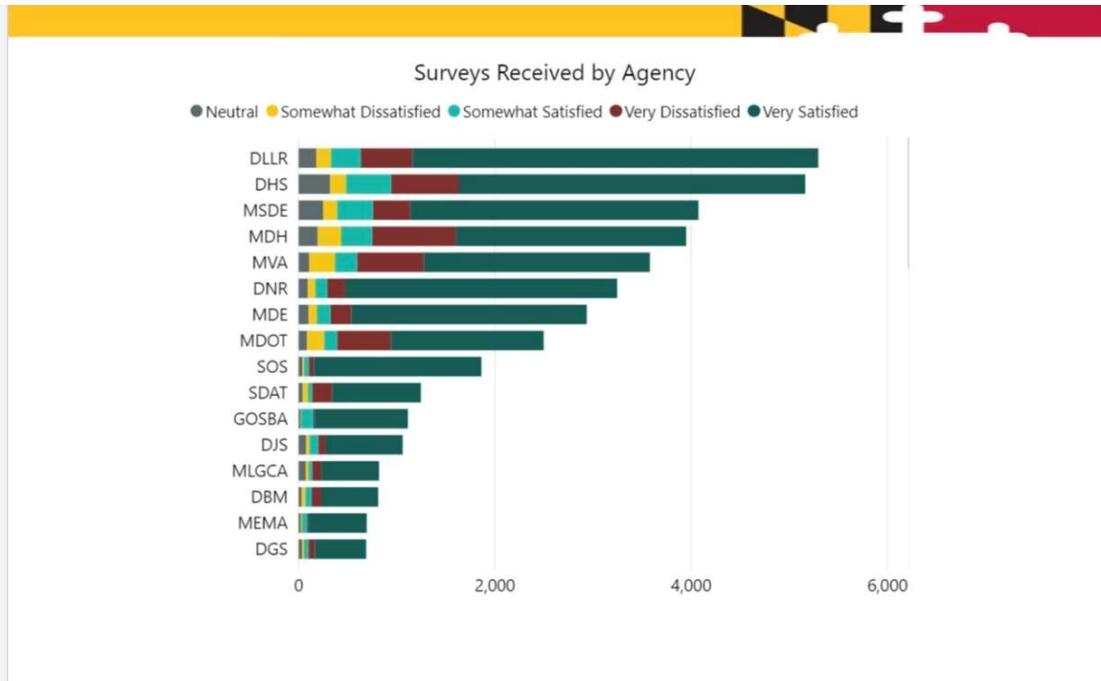
The Maryland Department of Labor is committed to safeguarding and protecting Marylanders. The department is proud to support the economic stability of the state by providing businesses, the workforce and the consuming public with high quality customer-focused regulatory, employment and training services. To do this effectively, the agency is laser focused on providing exemplary customer service to all constituents.

- The agency will continue to reinforce and reward performance among employees. In FY19, there were 50 employees honored at Employee Appreciation Day.
- The customer service promise is prominently displayed through all of the Maryland Department of Labor's offices and buildings to instill the idea that customer service is the agency's highest priority.

- The Maryland Department of Labor will continue the approach of “leading by example.” The leadership team serves lunch to the staff each year during “Employee Appreciation Day,” and supervisors in each division understand the importance of providing good customer service to their staff, which in turn translates to the staff providing better service to constituents.
- The agency will continue to move toward more innovative, digital solutions to provide customer service to constituents via the website, social media and phone applications.
- The e-newsletter, One DLLR, is a vehicle to communicate with all employees. It allows the secretary to send updates as needed, it highlights staff achievements and milestones, and it also provides information on how to provide consistent messaging to constituents.

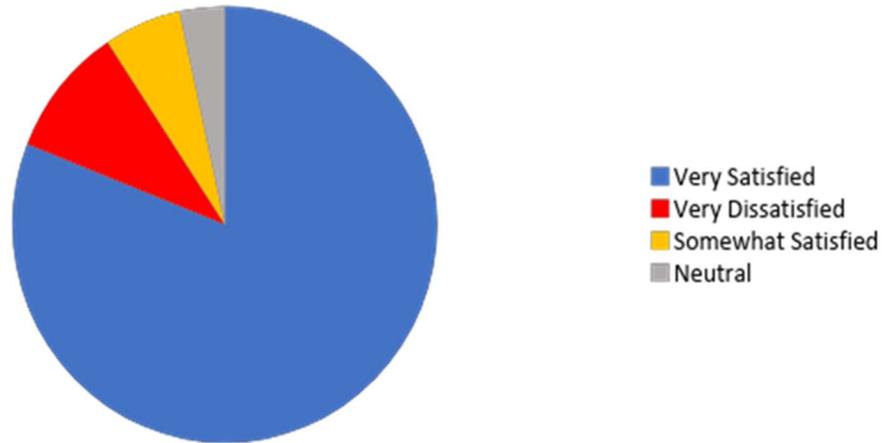


Detailed FY19 Results and FY20 Plans



- The Maryland Department of Labor received more than 5,400 customer service survey submissions – receiving an average of 45 surveys per week. According to this chart, the Maryland Department of Labor received more survey responses than any other agency.
- The 2019 renaming project will see the agency’s name change from the Maryland Department of Labor, Licensing and Regulation to the Maryland Department of Labor – abandoning the acronym DLLR for the more user-friendly name of LABOR and making it easier for customers to identify services. The name change is due to go into effect July 1, 2019.

Maryland Department of Labor
Customer Service Satisfaction
Based on Customer Service Survey Results



- The Maryland Department of Labor maintained an overall score of 84% on all areas and strives to continually improve that number as well as improve the image of the agency among the citizens of Maryland.
- The Division of Unemployment Insurance within the Maryland Department of Labor will move into the next phase of its modernization project which will include testing of new systems, the development of a customer focus group, interfacing with employers to determine their needs for a new system and training employees.
- The Division of Occupational and Professional Licensing is moving forward with a solution to update its electronic licensing systems. The Division licenses more than 250,000 professionals and businesses in Maryland in 25 non-medical occupations and professions.
- The Division of Workforce Development and Adult Learning will continue to push the Maryland Workforce Exchange website and phone application currently available for both iPhone and android phones to better assist constituents with their job searches.
- The Department of Labor will continue to streamline its website to ensure that it is user friendly and that constituents may have more availability to information.

Customer Service Survey Results

In 2018, the Maryland Department of Labor produced the following survey results:

Total Surveys Received	Satisfied Customer	Percent Satisfied

5,434	4,547	84%
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Status of Customer Service Training

All employees of the Maryland Department of Labor are required to receive customer service training. From January 1, 2018, through December 31, 2018, approximately 80% of employees received initial customer service training. More than 500 employees received training over-the-year. This number is a combination of new hires and also employees within the Division of Unemployment Insurance who have attended refresher training. This training has been particularly effective as a part of the agency's revamped onboarding process and sets the standard of making excellent customer service the highest priority.

Customer Inquiry Response Times and Overall Time-to-Resolution

Timeliness of Responding to Customer Inquiries

The department receives a large volume of inquiries from various channels, including phone, mail, email, social media, and the Intranet Quorum (IQ) correspondence system. The IQ system instituted a two week timeframe in which the agency and the Maryland Department of Labor has consistently responded to all inquiries within a two week period.

Best Practices

All staff members are instructed to return phone calls and emails within a 24 hour period to ensure that the agency is addressing each matter in a timely fashion

The department is scheduled to officially change its name to the Maryland Department of Labor as of July 1, 2019, which will provide a clean and concise name to state partners and customers that will bolster clarity, communication, and collaboration.

Plans for Improvement

The weekly electronic newsletter, One DLLR, was delivered to more than 1,500 employees within the Maryland Department of Labor and utilized as tool to effectively communicate messaging from the secretary's office to all staff.

Call Center Data

The Division of Unemployment Insurance (DUI) conducts almost all business by telephone. Claims may be filed by telephone or online.

DUI operates four UI claim centers statewide. Claim centers do not take UI claims in-person. All claims for unemployment insurance benefits may be filed online at www.mdunemployment.com 24 hours a day, seven days a week or by telephone through a Maryland UI claim center, Monday through Friday, 8:00 a.m. to 2:00 p.m. EST, excluding state holidays.

For further UI assistance or help with special problems, representatives are available on the claimant information service telephone line Monday through Friday, 8:00 a.m. to 2:00 p.m. EST, excluding state holidays. Services are provided in both English and Spanish. There are bilingual agents available to take Spanish language calls.

Improving the Customer Experience from Multiple Perspectives

Making Agency Services Available Online

The Division of Unemployment Insurance also operates an automated claimant Information Service Voice-Response (IVR) telephone system available 24 hours a day, 7 days a week. Callers can file for unemployment insurance, file weekly claim certifications to request payment. Claimants can also find out about payments, request an address change, and other relevant claimant information. All of these services are also available on the Maryland Department of Labor's website under the Unemployment Insurance tab.

The Division of Workforce Development and Adult Learning (DWDAL) has made finding a job more convenient by implementing self-service options utilizing the Maryland Workforce Exchange (MWE) website and the MWE app. Constituents can instantly view job postings on the website or on their mobile phones or tablets by simply searching for "MWEJOBS" app in Apple iTunes or Google Play app store.

The Division of Occupational and Professional Licensing allows constituents to renew current licenses online.

Processing Times for Customer Transactions

Customer interactions are processed as soon as possible, and the goal is to resolve issues within two weeks. However, with the many units and processes within the agency requiring investigations, hearings and board approvals, time frames may vary.

Adjusting Hours to Meet Customer Demands

The Division of Occupational and Professional Licensing maintains one call center that receives phone calls from 8:00 a.m. to 5:00 p.m., Monday through Friday. There are four people who are permanently assigned to the call center which receives more than 100,000 calls per year. To reduce processing times, additional employees are able and available to answer the phones when all agents are busy with other callers.

The Division of Unemployment Insurance has roughly 50 staffers who take more than 400,000 per year.

Social Media Usage to Improve the Customer Experience

The agency's maintains a Facebook page as well as a Twitter account, and both serve as a trusted source for information on job fairs, workshops, current employment initiatives and agency news. The page is an active page with at least one post per day and is also used as a vehicle for constituents to have direct links to communicating with the agency. The social media pages are a valued form of customer service delivery. Facebook rates the responsiveness of the Maryland Department of Labor as being "very responsive" to inquiries.

The Number & Type of Licenses and Permits Processed for FY19

The Division of Occupational and Professional Licensing oversees 21 licensing boards, commissions and programs appointed by the governor and is responsible for regulating the activities of more than 250,000 individuals and businesses across 25 professions.

Agency Services Available Online

Online renewal services are available online for licensees within the Division of Occupational and Professional Licensing.

Satellite Processing Facilities to Meet Customer Demands

The division's licensing boards and commissions are located at 500 N. Calvert Street in Baltimore, MD. There are no other satellite locations that handle walk-ins.

- There were nearly 6,000 walk-in customers in FY2019.

Total Licenses Issued	New Licenses	Renewal Licenses
144,189	26,594	117,595



Conclusion

Under the leadership of Governor Hogan, the Department of Labor has experienced a culture shift to a more responsive and transparent organization. From the professionals we license (plumbers, electricians, engineers, HVAC professional and others) to the services we provide to help others; we touch the lives of Marylanders every day and sometimes at the most vulnerable times in their lives. We are especially proud to have been in the forefront of advancing the Governor’s customer service pledge, and are firmly committed to continuing to develop that standard of excellence and the quality of service that Marylanders receive. We ARE indeed changing Maryland for the better at the Department of Labor every day.

