



Successful Youth • Strong Leaders • Safer Communities

## Maryland Department of Juvenile Services Customer Service Overview

The Department of Juvenile Services is a child-serving agency responsible for assessing the individual needs of referred youth and providing intake, detention, probation, commitment and aftercare services.

The Department of Juvenile Services collaborates with youth, families, schools, community partners, law enforcement and other public agencies to coordinate services and resources to contribute to safer communities.

The primary customers served by the Department of Juvenile Services are youth involved in the juvenile justice system and their parents and/or caregivers. When appropriate, the agency provides youth with support and services ranging from community program referrals to intensive treatment and therapy in secure facilities. These programs are designed to address the diverse needs of this juvenile population, which can include a variety of behavioral, substance abuse, mental health, and family issues.

The Department of Juvenile Service's Customer Service Promise describes our approach. Customer Service activities include:

1. Improve the tracking, responsiveness and time-to-resolution of all electronic, telephone, written and in-person correspondence.
2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service. All facility staff have been trained on "Mental Health First Aid," a nationally-recognized training program that gives individuals the skills to properly respond to people suffering a mental health problem or crisis. This training provides skills and techniques to staff who are dealing with youth and parents/caregivers who are experiencing stress or are in crisis.

**CUSTOMER SERVICE PROMISE**  
Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

**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.

3. Continue to improve the experiences of parents, caregivers and families of youth involved in the juvenile justice system through the newly-created Office of Family Engagement. This office will review agency policy to ensure that barriers to family participation are removed or minimized and interact with youth and families directly to hear firsthand what youth and families experience and how the Department of Juvenile Services can improve its customer service moving forward.
4. Update online publications, forms, FAQs and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
5. Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.
6. A three question Customer Experience Survey is available on our website 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 also 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 will also continue to recognize top performers in our agency 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.

We are committed to providing Maryland citizens, businesses, stakeholders and other customers with the best customer service. For more information, please see the Department Juvenile Services [Customer Service Promise](#) on the "About Us" page of our website.

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