

# Maryland Department of Disabilities

## MISSION

The Maryland Department of Disabilities advances the rights and interests of people with disabilities so they may fully participate in their communities.

## VISION

All Marylanders are valued and respected and have the knowledge, opportunity, and power to make a difference in their lives and the lives of others.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Note: Measures for the Maryland Department of Disabilities (MDOD) come from the Maryland State Department of Education (MSDE), the Maryland Department of Labor (Labor), the Maryland Department of Health - Developmental Disabilities Administration (MDH - DDA), the Behavioral Health Administration (MDH - BHA), the Medical Care Programs Administration (MDH - Medicaid), the Department of Housing and Community Development (DHCD), the Maryland Transit Administration (MTA), Maryland Department of Transportation (MDOT), and the Washington Metropolitan Area Transit Authority (WMATA).

### Goal 1. Persons with disabilities have access to integrated training and competitive employment options in the community.

#### Obj. 1.1 Increase the number of people with disabilities receiving training that leads to competitive employment.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Consumers with an Individual Plan for Employment (MSDE)	14,746	16,590	16,761	15,347	15,298
Consumers receiving training (MSDE)	7,071	4,967	5,914	5,831	4,584
Consumers obtaining competitive employment (MSDE)	1,853	1,365	1,257	1,145	847
Job-seekers with disabilities registered in Maryland Workforce Exchange (Labor)	7,825	6,787	7,323	7,124	6,878
Job-seekers with disabilities receiving training through America's Job Centers programs (Labor)	421	529	481	490	408
Job-seekers with disabilities obtaining competitive employment (Labor)	6,608	1,915	2,185	2,558	2,401
People with developmental disabilities receiving state-funded services in State Residential Facilities or in community alternatives (MDH – DDA)	24,509	24,273	24,763	25,198	24,401
Number of adults receiving employment services and supports (MDH – DDA)	11,398	13,819	11,518	14,007	13,426
Number of adults being supported in integrated competitive employment (MDH – DDA)	2,360	2,495	2,537	2,580	2,605
Adults (18 or over) receiving community-based outpatient mental health treatment who answer the employment question (MDH – BHA)	65,968	68,698	72,786	N/A	N/A
Adults (18 or over) receiving community-based mental health treatment receiving supportive employment services (MDH – BHA)	3,474	3,622	3,626	3,469	2,722

#### Obj. 1.2 Increase the number of people with disabilities receiving training that leads to competitive employment.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Adults (18 or over) receiving community-based outpatient mental health treatment who report being employed (MDH – BHA)	25,695	24,440	26,471	N/A	N/A

# Maryland Department of Disabilities

**Goal 2. Persons with disabilities have access to community based, self-directed long-term services that enable them to live in the community.**

**Obj. 2.1** Increase the proportion of individuals with disabilities receiving State services in community alternatives instead of nursing facilities and other State facilities.

<b>Performance Measures</b>	<b>2017 Act.</b>	<b>2018 Act.</b>	<b>2019 Act.</b>	<b>2020 Act.</b>	<b>2021 Act.</b>
Total unduplicated number of persons with disabilities receiving state-funded services in nursing facilities, assisted living facilities, or community alternatives (MDH – Medicaid)	29,704	30,671	31,477	31,659	31,362
Number of persons with disabilities receiving state-funded long-term services and supports in community alternatives excluding assisted living facilities (MDH – Medicaid)	12,857	14,170	15,025	15,749	17,627
Percentage of individuals with disabilities receiving state-funded services in community alternatives versus nursing and assisted living facilities (MDH – Medicaid)	43.3%	46.2%	47.7%	49.8%	56.2%
Total number of persons with developmental disabilities receiving state-funded services in State Residential Centers (SRCs)	117	103	104	121	104
Number of persons with developmental disabilities receiving state-funded services in community alternatives (MDH – DDA)	24,059	24,273	24,659	25,077	24,297
Percent of adults with developmental disabilities receiving state-funded services in community alternatives versus State Residential Centers (MDH – DDA)	99.5%	99.6%	99.6%	99.5%	99.6%
Unduplicated number of individuals served by the public mental health system (MDH – BHA)	132,944	139,690	147,303	146,647	147,202
Unduplicated non-forensic individuals served in State inpatient psychiatric facilities (MDH – BHA)	224	229	140	163	123
Unduplicated forensic individuals served in State inpatient psychiatric facilities (MDH – BHA)	1,368	1,488	1,652	1,544	1,567
Average length of stay for forensic patients in State inpatient psychiatric facilities (MDH – BHA)	753	840	671	759	741
Average length of stay for non-forensic patients in State inpatient psychiatric facilities (MDH – BHA)	2,066	2,363	2,309	2,216	2,482
Percent of individuals served in settings other than State Psychiatric facilities (MDH –	98.8%	98.8%	98.8%	98.8%	98.9%

# Maryland Department of Disabilities

**Goal 3. Persons with disabilities will have access to affordable, accessible housing in communities of their choosing.**

**Obj. 3.1** Increase affordable and accessible housing opportunities for people with disabilities in Maryland.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of Group Home loans made for homes licensed for four or fewer individuals (DHCD)	3	1	2	3	2
Number of loans made to assist individuals with disabilities become homeowners through Homeownership for Individuals with Disabilities Program (DHCD)	19	17	30	33	25
Number of loans made for accessibility related improvements through the Accessible Homes for Seniors program (ages 55 and older) (DHCD)	50	70	65	64	33

**Goal 4. Persons with disabilities improve their quality of life by acquiring assistive technology needed for work, employment, education, independent living, and transportation.**

**Obj. 4.1** Approve, issue, and maintain an increased number of loans to qualified individuals to purchase assistive technology.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of applications processed	142	157	137	75	79
Number of loans approved	99	96	98	55	51
Number of loans issued to purchase technology	81	70	58	20	25
Number of open loans managed	240	264	290	202	199

**Goal 5. Persons with disabilities have access to reliable transportation options.**

**Obj. 5.1** Increase the level of service and performance provided to paratransit customers.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of people with disabilities certified for paratransit by Maryland Transit Administration (MTA)	27,608	27,992	30,485	32,462	34,002
Number of paratransit rides provided, excluding Call-a-Ride (MTA)	2,048,276	2,140,080	2,151,231	1,706,128	1,040,234
Number of paratransit Call-a-Ride trips provided (MTA)	700,989	812,390	839,857	799,577	537,554
Paratransit service provided on time, excluding Call-a-Ride (MTA)	92.3%	93.3%	86.0%	91.0%	89.0%
Maryland residents with disabilities certified for paratransit by Washington Metropolitan Area Transit Authority (WMATA)	21,339	21,353	21,560	21,995	26,607

**Obj. 5.2** Increase the level of service and performance provided to paratransit customers.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of paratransit rides provided to Maryland residents (WMATA)	1,500,555	1,478,385	1,560,140	1,182,208	633,042
Percent of paratransit service provided on time system-wide (WMATA)	87.0%	93.0%	91.0%	90.0%	96.0%

# Maryland Department of Disabilities

**Goal 6. Maryland's State facilities are accessible and universally designed, promoting independence and participation of people with disabilities.**

**Obj. 6.1** Increase the number of State facilities (buildings or parks) that have increased physical access for persons with disabilities as a result of projects funded through the Access Maryland Program.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of active projects during the year	3	5	4	13	20
Number of projects completed during year	4	5	4	6	5
Number of State facilities (buildings or parks) with increased access as a result of projects completed during year (some projects are multi-facility and/or multi-year)	5	5	5	5	1
Number of open projects awarded funds by Access Maryland	N/A	N/A	N/A	17	28

**Goal 7. Raise awareness and participation in the Maryland Achieving a Better Life Experience (ABLE) Program.**

**Obj. 7.1** Inform people with disabilities, their families, and the organizations that provide them with support about the benefits of the ABLE program.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of attendees at presentations/ expos	429	2,866	15,070	14,205	3,920
Number of presentations/ expos	17	90	160	131	93
Number of attendees at presentations/ expos to Statewide organizations	275	1,895	11,098	10,907	3,487
Number of presentations/ expos to Statewide organizations	13	45	152	124	88
Number of attendees at presentations/ expos at national conferences	0	284	388	451	433
Number of presentations/ expos at national conferences	0	3	8	7	5
Total number of email accounts	854	3,085	13,572	17,060	28,237
Number of unique visits to the Maryland ABLE website	0	1,077	9,263	13,147	15,777

**Obj. 7.2** Achieve measurable increases in the Maryland ABLE program.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of accounts funded	0	572	1,433	2,328	3,490
Total assets under management	\$0	\$2,341,346	\$8,128,000	\$17,000,000	\$35,000,000
Percentage of account holders that are Maryland residents	0.0%	97.6%	96.0%	97.0%	97.0%

# Maryland Department of Disabilities

**Goal 8. Persons with disabilities will have increased access to accessible State information technology.**

**Obj. 8.1** Increase the accessibility of State information technology and procurement.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of State agencies requesting accessibility remediation services during the year	N/A	N/A	N/A	20	27
Number of State agencies resolving accessibility incidents during the year	N/A	N/A	N/A	15	19
Number of IT Accessibility trainings during the year	N/A	N/A	N/A	3	16
Number of Procurement Accessibility trainings during the year	N/A	N/A	N/A	2	7

**Goal 9. Provide additional telecommunications accessibility options for people who have difficulty using a traditional telephone.**

**Obj. 9.1** Provide roll-out remote call captioning (RCC) and real-time relay (RTT) services to Marylanders.

**Obj. 9.2** Increase the number of people receiving accessible telecommunication equipment from Telecommunications Access Maryland (TAM).

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of RCC minutes	N/A	N/A	N/A	12,375	80,970
Number of people applying for accessible telecommunication equipment from TAM	N/A	N/A	N/A	366	241
Number of people receiving equipment from TAM	N/A	N/A	N/A	430	387

**Goal 10. Increase awareness of availability of Maryland Relay services amongst various stakeholder groups.**

**Obj. 10.1** Increase outreach to, and collaboration with, community organizations representing TAM users, including organizations representing or providing services to the Deaf, hard of hearing, DeafBlind, speech disabled, or those who have mobility or cognitive impairments.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
Number of TAM advertisements in newsletters and other media distributed by community organizations whose membership includes users of TAM	N/A	N/A	N/A	27	30
Number of attended outreach events involving community organizations whose membership includes users of TAM that are Deaf or hard of hearing	N/A	N/A	N/A	15	18
Number of events focused on community organizations whose membership includes users of TAM that are senior citizens	N/A	N/A	N/A	17	289
Number of events focused on community organizations whose membership includes users of TAM that are DeafBlind	N/A	N/A	N/A	2	7
Number of events focused on community organizations whose membership includes users of TAM that have mobility or cognitive impairments	N/A	N/A	N/A	16	21