

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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Consumers with an Individual Plan for Employment (MSDE)	15,347	15,298	14,643	15,859	16,170
Consumers receiving training (MSDE)	5,831	4,584	5,240	5,363	4,636
Consumers obtaining competitive employment (MSDE)	1,145	847	971	1,001	1,043
Job-seekers with disabilities registered in Maryland Workforce Exchange (Labor)	7,124	6,878	10,178	7,598	9,767
Total number of job-seekers in the Maryland Workforce Exchange	N/A	N/A	N/A	N/A	129,752
Percentage of job-seekers with a disability in the Maryland Workforce Exchange	N/A	N/A	N/A	N/A	8.0%
Job-seekers with disabilities receiving training through America's Job Centers programs (Labor)	490	408	340	316	293
Job-seekers with disabilities obtaining competitive employment (Labor)	2,558	2,401	1,855	1,761	1,836
People with developmental disabilities receiving state-funded services in State Residential Facilities or in community alternatives (MDH – DDA)	25,198	24,401	24,598	N/A	N/A
Number of adults receiving employment services and supports (MDH – DDA)	14,007	13,426	15,585	N/A	5,722
Number of adults being supported in integrated competitive employment (MDH – DDA)	2,580	2,605	2,888	N/A	2,833
Number of adults in Mental Health Supported Employment	3,469	2,871	2,620	N/A	2,607
Number of adults in Evidence-Based Supported Employment	N/A	N/A	N/A	N/A	1,994
Number of adults in Traditional Supported Employment	N/A	N/A	N/A	N/A	1,481

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.

Performance Measures	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Total unduplicated number of persons with disabilities receiving state-funded services in nursing facilities, assisted living facilities, or community alternatives (MDH – Medicaid)	31,659	31,362	N/A	33,251	35,004
Number of persons with disabilities receiving state-funded long-term services and supports in community alternatives excluding assisted living facilities (MDH – Medicaid)	15,749	17,627	N/A	19,047	20,295
Percentage of individuals with disabilities receiving state-funded services in community alternatives versus nursing and assisted living facilities (MDH – Medicaid)	49.8%	56.2%	N/A	57.3%	58.0%
Total number of persons with developmental disabilities receiving state-funded services in State Residential Centers (SRCs)	121	104	N/A	N/A	N/A
Number of persons with developmental disabilities receiving state-funded services in community alternatives (MDH – DDA)	25,077	24,297	24,598	N/A	24,620
Percent of adults with developmental disabilities receiving state-funded services in community alternatives versus State Residential Centers (MDH – DDA)	99.5%	99.6%	N/A	N/A	N/A
Unduplicated number of individuals served by the public mental health system (MDH – BHA)	146,647	154,155	166,457	180,176	190,551
Unduplicated non-forensic individuals served in State inpatient psychiatric facilities (MDH – BHA)	163	123	N/A	80	71
Unduplicated forensic individuals served in State inpatient psychiatric facilities (MDH – BHA)	1,544	1,567	1,603	1,826	1,824
Average length of stay for forensic patients in State inpatient psychiatric facilities (MDH – BHA)	759	741	N/A	581	584
Average length of stay for non-forensic patients in State inpatient psychiatric facilities (MDH – BHA)	2,216	2,482	N/A	2,308	2,046
Percent of individuals served in settings other than State Psychiatric facilities (MDH – BHA)	98.8%	98.9%	N/A	99.0%	99.0%
Number of Attendant Care Program (ACP) participants at risk of nursing home placement	N/A	N/A	N/A	82	81
Percentage of ACP participants at risk of nursing home placement	N/A	N/A	N/A	59.0%	63.0%
Number of ACP participants at risk in school, looking for work, and working.	N/A	N/A	N/A	58	48
Percentage of ACP participants at risk in school, looking for work, and working.	N/A	N/A	N/A	41.0%	37.0%

Maryland Department of Disabilities

Obj. 2.1

Annual number of ACP applicants on the waitlist.	N/A	N/A	N/A	25	31
Annual number of ACP participants on the registry.	N/A	N/A	N/A	137	253
Number of people with developmental disabilities utilizing the self-directed service delivery model instead of the traditional service model.	N/A	N/A	N/A	N/A	3,746
Percentage of people with developmental disabilities utilizing the self-directed service delivery model instead of the traditional service model.	N/A	N/A	N/A	N/A	19.7%
Number of older adults and people with disabilities utilizing the self-directed service delivery model instead of the traditional service model.	N/A	N/A	N/A	N/A	N/A
Percentage of older adults and people with disabilities utilizing the self-directed service delivery model instead of the traditional service model.	N/A	N/A	N/A	N/A	N/A

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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of Group Home loans made for homes licensed for four or fewer individuals (DHCD)	3	2	0	N/A	0
Number of homeownership assistance loans made to individuals with disabilities through the HomeAbility Program (DHCD)	33	25	24	N/A	N/A
Number of loans made for accessibility related improvements through the Accessible Homes for Seniors program (ages 55 and older) (DHCD)	64	33	29	N/A	21
Number of low-interest financial loans issued to fund home modifications (MDOD/TAP)	N/A	N/A	N/A	3	7
Number of Mainstream Vouchers successfully issued and leased (DHCD)	N/A	N/A	N/A	N/A	N/A
Number of units created in Low-Income Housing Tax Credit properties (LIHTC) that meet Uniform Federal Accessibility Standards (UFAS)	N/A	N/A	N/A	N/A	N/A

Maryland Department of Disabilities

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 low-interest loans to qualified individuals to purchase assistive technologies, home modifications, and both adapted & non-adapted vehicles.

Performance Measures	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of applications processed	75	79	49	99	118
Number of loans approved	55	51	44	62	86
Number of loans issued to purchase technology	20	25	31	34	51
Number of open loans managed	202	199	227	226	254
Number of assistive technology vehicle adaptation loan applications received.	N/A	N/A	N/A	78	90
Number of adapted vehicle loans approved.	N/A	N/A	N/A	25	42
Annual amount of adapted vehicle loans.	N/A	N/A	N/A	941,006	1,714,210

Obj. 4.2 To increase choice and access to assistive technologies for persons with disabilities.

Performance Measures	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of people with disabilities participating in device demonstration	N/A	N/A	N/A	215	164
Number of people borrowing assistive technology devices.	N/A	N/A	N/A	191	174
Number of people receiving direct information and assistance related to accessing or funding assistive technology devices.	N/A	N/A	N/A	1,112	996
Number of people receiving assistive technology and accessible information technology training.	N/A	N/A	N/A	980	972
Number of people participating in public awareness activities that have increased their familiarity with assistive technology devices, services, or funding.	N/A	N/A	N/A	8,543	5,261

Maryland Department of Disabilities

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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of people with disabilities certified for paratransit by Maryland Transit Administration (MTA)	32,462	34,002	34,677	35,809	36,071
Number of paratransit rides provided, excluding Call-a-Ride (MTA)	1,706,128	1,040,234	1,031,772	1,913,927	2,106,767
Number of paratransit Call-a-Ride trips provided (MTA)	799,577	537,554	537,554	494,533	899,959
Paratransit service provided on time, excluding Call-a-Ride (MTA)	91.0%	89.0%	75.9%	94.6%	94.0%
Maryland residents with disabilities certified for paratransit by Washington Metropolitan Area Transit Authority (WMATA)	21,995	26,607	19,957	N/A	19,192

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

Performance Measures	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of paratransit rides provided to Maryland residents (WMATA)	1,182,208	633,042	793,079	N/A	860,241
Percent of paratransit service provided on time system-wide (WMATA)	90.0%	96.0%	93.0%	N/A	91.3%

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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Total number of projects receiving Access Maryland Funding for all active funding years	13	20	13	25	24
Number of projects completed during year	6	5	10	9	4
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	1	2	5	3
Number of open projects awarded funds by Access Maryland	17	28	27	25	24
Total number of requests for Access MD funding for all active funding years	N/A	N/A	N/A	23	23
Total awarded funding for Access MD projects in the current fiscal year (previous fiscal years continue to encumber and expend their annual award amounts)	N/A	N/A	N/A	2,028,000	1,912,000
Total encumbrances in the corresponding state fiscal year	N/A	N/A	N/A	227,559	216,524

Maryland Department of Disabilities

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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of attendees at presentations/ expos	14,205	3,920	14,847	14,118	27,757
Number of presentations/ expos	131	93	131	153	173
Number of attendees at presentations/ expos to Statewide organizations	10,907	3,487	11,553	11,224	23,689
Number of presentations/ expos to Statewide organizations	124	88	126	148	159
Number of attendees at presentations/ expos at national conferences	451	433	315	2,894	4,068
Number of presentations/ expos at national conferences	7	5	5	7	14
Total number of email accounts	17,060	28,237	31,395	40,498	47,393
Number of unique visits to the Maryland ABLE website	13,147	15,777	32,607	123,551	393,631

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

Performance Measures	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of accounts funded	2,328	3,490	4,773	5,553	6,555
Total assets under management	17.0M	35.0M	48.9M	67.5M	92.8M
Percentage of account holders that are Maryland residents	97.0%	97.0%	96.8%	96.5%	95.8%

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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of State agencies requesting accessibility consultations services during the year	20	27	19	21	23
Number of State agencies resolving accessibility incidents during the year	15	19	17	18	18
Number of ICT Accessibility training sessions during the year	3	16	30	34	32
Number of State ICT Procurement Accessibility training sessions during the year	2	7	5	2	4
Number of Marylanders attending ICT Accessibility training sessions during the year	N/A	N/A	N/A	419	510

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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of RCC minutes	12,375	80,970	81,765	35,745	20,475
Number of people applying for accessible telecommunication equipment from TAM	366	241	236	500	543
Number of people receiving equipment from TAM	430	387	409	969	1,315

Maryland Department of Disabilities

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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of TAM advertisements in newsletters and other media distributed by community organizations whose membership includes users of TAM	27	30	69	60	40
Number of attended outreach events involving community organizations whose membership includes users of TAM that are Deaf or hard of hearing	15	18	178	68	123
Number of events focused on community organizations whose membership includes users of TAM that are senior citizens	17	289	80	41	145
Number of events focused on community organizations whose membership includes users of TAM that are DeafBlind	2	7	87	40	86
Number of events focused on community organizations whose membership includes users of TAM that have mobility or cognitive impairments	16	21	5	7	18
Number of events focused on community organizations whose membership includes users of TAM that have speech disabilities	N/A	N/A	56	11	58

Goal 11. Increase access to used, repaired and/or refurbished assistive technologies and durable medical equipment through MDTAP Equipment Reuse Initiatives.

Obj. 11.1 Individuals with disabilities have access to gently used assistive technologies and durable medical equipment at no or low cost. Marylanders with disabilities have a process by which assistive technologies can be donated, reducing equipment sent to landfills and effectively ensuring greater access to equipment for those who cannot afford it.

Performance Measures	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.
Number of devices donated to the Maryland High Tech AT Reuse Center	N/A	N/A	N/A	55	381
Number of devices donated from the Maryland High Tech AT Reuse Center	N/A	N/A	N/A	34	168
Number of devices exchanged through the online Maryland Equipment Exchange site	N/A	N/A	N/A	0	0
Number of pediatric durable medical equipment devices exchanged through MDTAP partnerships	N/A	N/A	N/A	400	401