

# 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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Consumers with an Individual Plan for Employment (MSDE)	15,298	14,643	15,859	16,170	17,297
Consumers receiving training (MSDE)	4,584	5,240	5,363	4,636	4,959
Consumers obtaining competitive employment (MSDE)	847	971	1,001	1,043	1,033
Job-seekers with disabilities registered in Maryland Workforce Exchange (Labor)	6,878	10,178	7,598	9,767	10,318
Total number of job-seekers in the Maryland Workforce Exchange	N/A	N/A	N/A	129,752	142,628
Percentage of job-seekers with a disability in the Maryland Workforce Exchange	N/A	N/A	N/A	8.0%	7.2%
Job-seekers with disabilities receiving training through America's Job Centers programs (Labor)	408	340	316	293	326
Job-seekers with disabilities obtaining competitive employment (Labor)	2,401	1,855	1,761	1,836	2,118
People with developmental disabilities receiving state-funded services in State Residential Facilities or in community alternatives (MDH – DDA)	24,401	24,598	N/A	N/A	N/A
Number of adults receiving employment services and supports (MDH – DDA)	13,426	15,585	5,722	5,722	14,389
Number of adults being supported in integrated competitive employment (MDH – DDA)	2,605	2,888	2,833	2,833	8,827
Number of adults in Mental Health Supported Employment	2,871	2,620	2,798	2,607	2,488
Number of adults in Evidence-Based Supported Employment	N/A	N/A	2,068	1,994	1,865
Number of adults in Traditional Supported Employment	N/A	N/A	994	1,481	1,425

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**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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Total unduplicated number of persons with disabilities receiving state-funded services in nursing facilities, assisted living facilities, or community alternatives (MDH – Medicaid)	31,362	N/A	33,251	35,004	35,033
Number of persons with disabilities receiving state-funded long-term services and supports in community alternatives excluding assisted living facilities (MDH – Medicaid)	17,627	N/A	19,047	20,295	20,383
Percentage of individuals with disabilities receiving state-funded services in community alternatives versus nursing and assisted living facilities (MDH – Medicaid)	56.2%	N/A	57.3%	58.0%	58.2%
Total number of persons with developmental disabilities receiving state-funded services in State Residential Centers (SRCs)	104	N/A	N/A	N/A	N/A
Number of persons with developmental disabilities receiving state-funded services in community alternatives (MDH – DDA)	24,297	24,598	25,138	24,620	24,660
Percent of adults with developmental disabilities receiving state-funded services in community alternatives versus State Residential Centers (MDH – DDA)	99.6%	N/A	N/A	N/A	N/A
<sup>1</sup> Unduplicated number of individuals served by the public mental health system (MDH – BHA)	155,677	168,058	181,726	194,078	155,378
Unduplicated non-forensic individuals served in State inpatient psychiatric facilities (MDH – BHA)	123	N/A	80	71	68
Unduplicated forensic individuals served in State inpatient psychiatric facilities (MDH – BHA)	1,567	1,603	1,826	1,824	1,815
Average length of stay for forensic patients in State inpatient psychiatric facilities (MDH – BHA)	741	N/A	581	584	613
Average length of stay for non-forensic patients in State inpatient psychiatric facilities (MDH – BHA)	2,482	N/A	2,308	2,046	2,019
Percent of individuals served in settings other than State Psychiatric facilities (MDH – BHA)	98.9%	N/A	99.0%	99.0%	98.8%
Number of Attendant Care Program (ACP) participants at risk of nursing home placement	N/A	N/A	82	81	69
Percentage of ACP participants at risk of nursing home placement	N/A	N/A	59.0%	63.0%	63.0%
Number of ACP participants at risk in school, looking for work, and working	N/A	N/A	58	48	41
Percentage of ACP participants at risk in school, looking for work, and working	N/A	N/A	41.0%	37.0%	37.0%

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## Obj. 2.1 (Continued)

Annual number of ACP applicants on the waitlist	N/A	N/A	25	31	14
Annual number of ACP participants on the registry	N/A	N/A	137	253	282
Number of people with developmental disabilities utilizing the self-directed service delivery model instead of the traditional service model	N/A	N/A	2,697	3,746	4,176
Percentage of people with developmental disabilities utilizing the self-directed service delivery model instead of the traditional service model	N/A	N/A	10.6%	19.7%	20.7%
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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of Group Home loans made for homes licensed for four or fewer individuals (DHCD)	2	N/A	N/A	N/A	N/A
Number of homeownership assistance loans made to individuals with disabilities through the HomeAbility Program (DHCD)	25	26	29	29	24
Number of loans made for accessibility related improvements through the Accessible Homes for Seniors program (ages 55 and older) (DHCD)	33	29	N/A	21	8
Number of low-interest financial loans issued to fund home modifications (MDOD/TAP)	N/A	N/A	3	7	2
Number of Mainstream Vouchers successfully issued and leased (DHCD)	N/A	N/A	N/A	N/A	112
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

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**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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of applications processed	79	49	99	118	110
Number of loans approved	51	44	62	86	71
Number of loans issued to purchase technology	25	31	34	51	29
Number of open loans managed	199	227	226	254	247
Number of assistive technology vehicle adaptation loan applications received	N/A	N/A	78	90	68
Number of adapted vehicle loans approved	N/A	N/A	25	42	41
Annual amount of adapted vehicle loans	N/A	N/A	\$941,006	\$1,714,210	\$947,675

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

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of people with disabilities participating in device demonstration	N/A	N/A	215	164	203
Number of people borrowing assistive technology devices	N/A	N/A	191	174	200
Number of people receiving direct information and assistance related to accessing or funding assistive technology devices	N/A	N/A	1,112	996	1,018
Number of people receiving assistive technology and accessible information technology training	N/A	N/A	980	972	1,225
Number of people participating in public awareness activities that have increased their familiarity with assistive technology devices, services, or funding	N/A	N/A	8,543	5,261	7,045

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## 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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of people with disabilities certified for paratransit by Maryland Transit Administration (MTA)	34,002	34,677	35,809	36,071	35,224
Number of paratransit rides provided, excluding Call-a-Ride (MTA)	1,040,234	1,031,772	1,913,927	2,106,767	2,310,617
Number of paratransit Call-a-Ride trips provided (MTA)	537,554	537,554	494,533	899,959	1,627,257
Paratransit service provided on time, excluding Call-a-Ride (MTA)	89.0%	75.9%	94.6%	94.0%	93.9%
Maryland residents with disabilities certified for paratransit by Washington Metropolitan Area Transit Authority (WMATA)	26,607	19,957	22,133	19,192	20,011

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

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of paratransit rides provided to Maryland residents (WMATA)	633,042	793,079	853,702	860,241	650,189
Percent of paratransit service provided on time system-wide (WMATA)	96.0%	93.0%	92.7%	91.3%	87.9%

## 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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Total number of projects receiving Access Maryland Funding for all active funding years	20	13	25	24	28
Number of projects completed during year	5	10	9	4	2
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)	1	2	5	3	2
Number of open projects awarded funds by Access Maryland	28	27	25	24	28
Total number of requests for Access MD funding for all active funding years	N/A	N/A	23	23	21
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	\$2,028,000	\$1,912,000	\$1,027,000
Total encumbrances in the corresponding state fiscal year	N/A	N/A	\$227,559	\$216,524	\$470,517

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## 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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of attendees at presentations/ expos	3,920	14,847	14,118	27,757	11,613
Number of presentations/ expos	93	131	153	173	201
Number of attendees at presentations/ expos to Statewide organizations	3,487	11,553	11,224	23,689	10,011
Number of presentations/ expos to Statewide organizations	88	126	148	159	178
Number of attendees at presentations/ expos at national conferences	433	315	2894	4,068	1,602
Number of presentations/ expos at national conferences	5	5	7	14	23
Total number of email accounts	28,237	31,395	40,498	47,393	49,082
Number of unique visits to the Maryland ABLE website	15,777	32,607	123,551	393,631	156,578

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

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of accounts funded	3,490	4,773	5,553	6,555	7,782
Total assets under management (millions)	\$35.0	\$48.9	\$67.5	\$92.8	\$112.7
Percentage of account holders that are Maryland residents	97.0%	96.8%	96.5%	95.8%	99.0%

## 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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of State agencies requesting accessibility consultations services during the year	27	19	21	23	20
Number of State agencies resolving accessibility incidents during the year	19	17	18	18	22
Number of ICT Accessibility training sessions during the year	16	30	34	32	32
Number of State ICT Procurement Accessibility training sessions during the year	7	5	2	4	4
Number of Marylanders attending ICT Accessibility training sessions during the year	N/A	N/A	419	510	178

## 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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of RCC minutes	80,970	81,765	35,745	20,475	24,675
Number of people applying for accessible telecommunication equipment from TAM	241	236	500	543	445
Number of people receiving equipment from TAM	387	409	969	1,315	445

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## 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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of TAM advertisements in newsletters and other media distributed by community organizations whose membership includes users of TAM	30	69	60	40	40
Number of attended outreach events involving community organizations whose membership includes users of TAM that are Deaf or hard of hearing	18	178	68	123	123
Number of events focused on community organizations whose membership includes users of TAM that are senior citizens	289	80	41	145	199
Number of events focused on community organizations whose membership includes users of TAM that are DeafBlind	7	87	40	86	16
Number of events focused on community organizations whose membership includes users of TAM that have mobility or cognitive impairments	21	5	7	18	50
Number of events focused on community organizations whose membership includes users of TAM that have speech disabilities	N/A	56	11	58	19

## 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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.
Number of devices donated to the Maryland High Tech AT Reuse Center	N/A	N/A	55	381	146
Number of devices donated from the Maryland High Tech AT Reuse Center	N/A	N/A	34	168	276
Number of devices exchanged through the online Maryland Equipment Exchange site	N/A	N/A	N/A	N/A	1
Number of pediatric durable medical equipment devices exchanged through MDTAP partnerships	N/A	N/A	400	401	N/A

## NOTES

<sup>1</sup> 2025 data is incomplete because it is based on claims data through December 31, 2024.