

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

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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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.
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%

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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%

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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%

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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

Department of Disabilities

Summary of Department of Disabilities

	2021 Actual	2022 Appropriation	2023 Allowance
Number of Authorized Positions	34.80	34.80	34.80
Number of Contractual Positions	5.36	3.13	5.12
Salaries, Wages and Fringe Benefits	3,502,202	3,756,187	3,922,241
Technical and Special Fees	314,259	197,990	307,252
Operating Expenses	7,300,725	8,293,890	8,928,272
Net General Fund Expenditure	3,750,483	3,903,913	3,942,573
Special Fund Expenditure	4,151,071	5,547,126	6,071,592
Federal Fund Expenditure	2,109,721	1,819,464	2,018,372
Reimbursable Fund Expenditure	1,105,911	977,564	1,125,228
Total Expenditure	11,117,186	12,248,067	13,157,765

Department of Disabilities

D12A02.01 General Administration

Program Description

The Department of Disabilities is the principal State agency responsible for developing, maintaining, revising and enforcing statewide disability policies and standards throughout the units of State government. The Department works to increase the capacity of Maryland communities to provide services in inclusive settings; create a citizen-centered delivery system in which consumers can exercise meaningful choice and maintain control of their lives; infuse the service delivery system with elevated expectations about the capacities of people with disabilities; incorporate accessible and universal design into Maryland's communities and technologies; and construct a seamless, responsive and coordinated service delivery system. To this end, the Department directs the development and implementation of the Statewide Disability Plan designed to improve, consolidate, coordinate, modify and unify services for people with disabilities. In addition, the Department provides information on programs and services available to Marylanders with disabilities, provides expertise regarding law and State compliance issues, and helps citizens with disabilities to access resources, information and technology. The Department also administers the Constituent Services Program, the Access Maryland Program, the Technology Assistance Program, and the Attendant Care Program.

Appropriation Statement

	2021 Actual	2022 Appropriation	2023 Allowance
Number of Authorized Positions	23.80	23.80	23.80
Number of Contractual Positions	3.12	2.38	2.87
01 Salaries, Wages and Fringe Benefits	2,499,614	2,521,596	2,688,629
02 Technical and Special Fees	239,387	168,592	176,987
03 Communications	17,115	21,090	18,400
04 Travel	13,255	36,150	37,874
06 Fuel and Utilities	1,863	2,780	2,942
07 Motor Vehicle Operation and Maintenance	21,000	25,200	27,000
08 Contractual Services	1,427,811	1,206,559	1,414,849
09 Supplies and Materials	19,807	21,250	15,650
10 Equipment - Replacement	2,338	7,200	10,576
11 Equipment - Additional	86,012	23,300	73,000
12 Grants, Subsidies, and Contributions	1,470,642	1,565,033	1,564,487
13 Fixed Charges	130,498	141,528	141,737
Total Operating Expenses	3,190,341	3,050,090	3,306,515
Total Expenditure	5,929,342	5,740,278	6,172,131
Net General Fund Expenditure	3,750,483	3,903,913	3,942,573
Special Fund Expenditure	334,635	340,203	375,415
Federal Fund Expenditure	764,724	518,598	728,915
Reimbursable Fund Expenditure	1,079,500	977,564	1,125,228
Total Expenditure	5,929,342	5,740,278	6,172,131
Special Fund Expenditure			
D12304 Assistive Technology Loan Fund Program	177,990	181,511	201,698
D12310 DC Government Homeland Security	156,645	145,468	157,665
SWF319 Universal Service Trust Fund	0	13,224	16,052
Total	334,635	340,203	375,415
Federal Fund Expenditure			
84.224 Assistive Technology	599,620	518,598	728,915
84.418 Promoting the Readiness of Minors in Supplemental Security Income	152,064	0	0

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D12A02.01 General Administration

93.630	Developmental Disabilities Basic Support and Advocacy Grants	13,040	0	0
	Total	<u>764,724</u>	<u>518,598</u>	<u>728,915</u>

Reimbursable Fund Expenditure

D50H01	Military Department Operations and Maintenance	4,640	0	0
J00A01	Department of Transportation	100,434	90,048	775
J00H01	Maryland Transit Administration	0	0	98,498
M00F03	Prevention and Health Promotion Administration	18,551	0	0
M00M01	Developmental Disabilities Administration	78,822	38,662	38,968
M00Q01	Medical Care Programs Administration	<u>877,053</u>	<u>848,854</u>	<u>986,987</u>
	Total	<u>1,079,500</u>	<u>977,564</u>	<u>1,125,228</u>

Department of Disabilities

D12A02.02 Telecommunications Access of Maryland

Program Description

The program, in consultation with the Governor's Advisory Board for Telecommunication Relay, administers the Telecommunications Access of Maryland program that provides cost-effective, unrestricted 24 hours a day, 365 days a year telecommunication relay service for Maryland's hearing and speech disabled citizens.

Appropriation Statement	2021 Actual	2022 Appropriation	2023 Allowance
Number of Authorized Positions	6.00	6.00	6.00
Number of Contractual Positions	2.24	0.75	2.25
01 Salaries, Wages and Fringe Benefits	406,932	631,049	620,086
02 Technical and Special Fees	74,722	29,398	129,865
03 Communications	19,754	37,000	40,000
04 Travel	5,881	16,600	41,000
07 Motor Vehicle Operation and Maintenance	437	4,227	4,180
08 Contractual Services	3,109,012	4,373,457	4,690,220
09 Supplies and Materials	77,771	3,500	3,500
10 Equipment - Replacement	0	5,000	5,000
11 Equipment - Additional	7,754	0	7,800
12 Grants, Subsidies, and Contributions	21,625	0	40,000
13 Fixed Charges	118,959	106,692	114,526
Total Operating Expenses	3,361,193	4,546,476	4,946,226
Total Expenditure	3,842,847	5,206,923	5,696,177
Special Fund Expenditure	3,816,436	5,206,923	5,696,177
Reimbursable Fund Expenditure	26,411	0	0
Total Expenditure	3,842,847	5,206,923	5,696,177
Special Fund Expenditure			
SWF319 Universal Service Trust Fund	3,816,436	5,206,923	5,696,177
Total	3,816,436	5,206,923	5,696,177
Reimbursable Fund Expenditure			
F50B04 Department of Information Technology	26,411	0	0
Total	26,411	0	0

Department of Disabilities

D12A02.03 Developmental Disabilities Council

Program Description

The Maryland Developmental Disabilities Council (Council) is an independent, self-governing organization dedicated to advancing the inclusion of Marylanders with developmental disabilities in all facets of community life by eliminating barriers, creating opportunities, empowering people, and promoting innovation. Council members are appointed by the Governor, and include people with developmental disabilities, family members, local and non-profit organizations, state agency representatives, and representatives of Disability Rights Maryland and the Maryland Center on Developmental Disabilities. The Council works in partnership with people with developmental disabilities and their families, as well as other individuals and organizations, to bring about lasting change. The Council develops a five-year State Plan, which establishes the Council's priorities and serves as a roadmap for accomplishing the Council's goals. The Council educates and informs policymakers about issues of importance to people with developmental disabilities and their families, advocates for policies, practices, laws, and services that support people with developmental disabilities, and raises public awareness about people's contributions and capabilities so inclusion and equality become an expectation. The Council also designs and funds initiatives that build capacity, increase community inclusion, improve services and supports, and increase opportunities for people with developmental disabilities, and that support people with developmental disabilities and their families to develop advocacy and leadership skills.

Appropriation Statement	2021 Actual	2022 Appropriation	2023 Allowance
Number of Authorized Positions	5.00	5.00	5.00
01 Salaries, Wages and Fringe Benefits	595,656	603,542	613,526
02 Technical and Special Fees	150	0	400
03 Communications	5,013	5,425	5,405
04 Travel	2,213	8,500	13,200
06 Fuel and Utilities	381	577	530
07 Motor Vehicle Operation and Maintenance	9,975	9,000	9,000
08 Contractual Services	124,563	44,459	83,669
09 Supplies and Materials	4,256	6,285	4,000
10 Equipment - Replacement	0	1,508	1,000
11 Equipment - Additional	3,611	0	0
12 Grants, Subsidies, and Contributions	564,397	585,870	521,818
13 Fixed Charges	34,782	35,700	36,909
Total Operating Expenses	749,191	697,324	675,531
Total Expenditure	1,344,997	1,300,866	1,289,457
Federal Fund Expenditure	1,344,997	1,300,866	1,289,457
Total Expenditure	1,344,997	1,300,866	1,289,457
Federal Fund Expenditure			
93.630 Developmental Disabilities Basic Support and Advocacy Grants	1,344,997	1,300,866	1,289,457
Total	1,344,997	1,300,866	1,289,457

3 Year Position Summary

Classification Title	FY 2021 Positions	FY 2021 Expenditures	FY 2022 Positions	FY 2022 Appropriation	FY 2023 Positions	FY 2023 Allowance
D12 - Department of Disabilities						
D12A0201 - General Administration						
Admin Officer I	0.00	12,433	0.00	0	0.00	0
Administrator I	4.00	211,305	4.00	275,424	3.00	213,423
Administrator II	1.80	56,331	1.80	97,673	1.80	97,673
Administrator III	5.00	337,932	5.00	341,320	5.00	341,320
Administrator IV	1.00	178,472	2.00	144,553	2.00	140,106
Administrator V	1.00	89,283	1.00	90,178	1.00	90,178
Administrator VI	1.00	0	0.00	0	1.00	90,888
Dep Secy Dept Disabilities	1.00	107,168	1.00	116,948	1.00	108,243
Designated Admin Mgr II	1.00	71,042	1.00	71,754	1.00	71,754
Designated Admin Mgr IV	1.00	134,663	0.00	0	0.00	0
Designated Admin Mgr Senior II	0.00	0	0.00	0	1.00	121,408
Exec Aide IV	0.00	0	1.00	105,415	0.00	0
Exec Assoc III	1.00	63,055	1.00	63,687	1.00	63,687
Hlth Policy Analyst Advanced	1.00	60,091	1.00	60,694	1.00	60,694
Office Secy I	1.00	33,122	1.00	33,454	1.00	33,454
Office Secy II	1.00	46,075	1.00	46,537	1.00	46,537
Prgm Mgr III	2.00	190,186	2.00	171,766	2.00	171,766
Prgm Mgr Senior I	0.00	29,941	0.00	0	0.00	0
Secy Dept Disabilities	1.00	151,340	1.00	152,863	1.00	152,863
Total D12A0201	23.80	1,772,439	23.80	1,772,266	23.80	1,803,994
D12A0202 - Telecommunications Access of Maryland						
Accountant Advanced	1.00	0	1.00	66,155	1.00	66,155
Admin Officer I	1.00	0	0.00	0	0.00	0
Admin Spec III	1.00	0	1.00	53,688	1.00	55,705
Administrator I	1.00	50,682	1.00	63,191	0.00	0
Administrator II	0.00	0	0.00	0	1.00	67,425
Administrator III	1.00	45,169	1.00	56,317	1.00	56,317
Prgm Mgr Senior I	1.00	86,168	1.00	107,434	1.00	107,434
Pub Affairs Officer II	0.00	46,617	1.00	58,122	1.00	58,122
Total D12A0202	6.00	228,636	6.00	404,907	6.00	411,158
D12A0203 - Developmental Disabilities Council						
Admin Officer I	1.00	42,126	1.00	55,106	1.00	55,106
Administrator IV	2.00	102,907	2.00	156,696	2.00	159,632
Prgm Mgr III	1.00	68,181	1.00	89,190	1.00	89,190
Prgm Mgr Senior I	1.00	78,398	1.00	113,745	1.00	113,745
Total D12A0203	5.00	291,612	5.00	414,737	5.00	417,673
Total D12 Department of Disabilities	34.80	2,292,687	34.80	2,591,910	34.80	2,632,825