



**Maryland**  
DEPARTMENT OF DISABILITIES

# **STATE DISABILITIES SURVEY DATA**

2020-2023





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# 2020-2021 STATE DISABILITIES PLAN SURVEY

- The 2020-2023 State Disabilities Survey is distributed by the Maryland Department of Disabilities every four years to have public input on the creation of the State Disabilities Plan.
- The 2020-2023 State Disabilities Plan Survey was developed by MDOD staff reviewing the previous 2016-2019 State Disabilities Plan Survey and updating it as needed.
- The survey was distributed electronically in May 2020 and was made available to the public through mid-June 2020.
- The 2020-2023 State Disabilities Plan Survey had a total of 426 respondents.

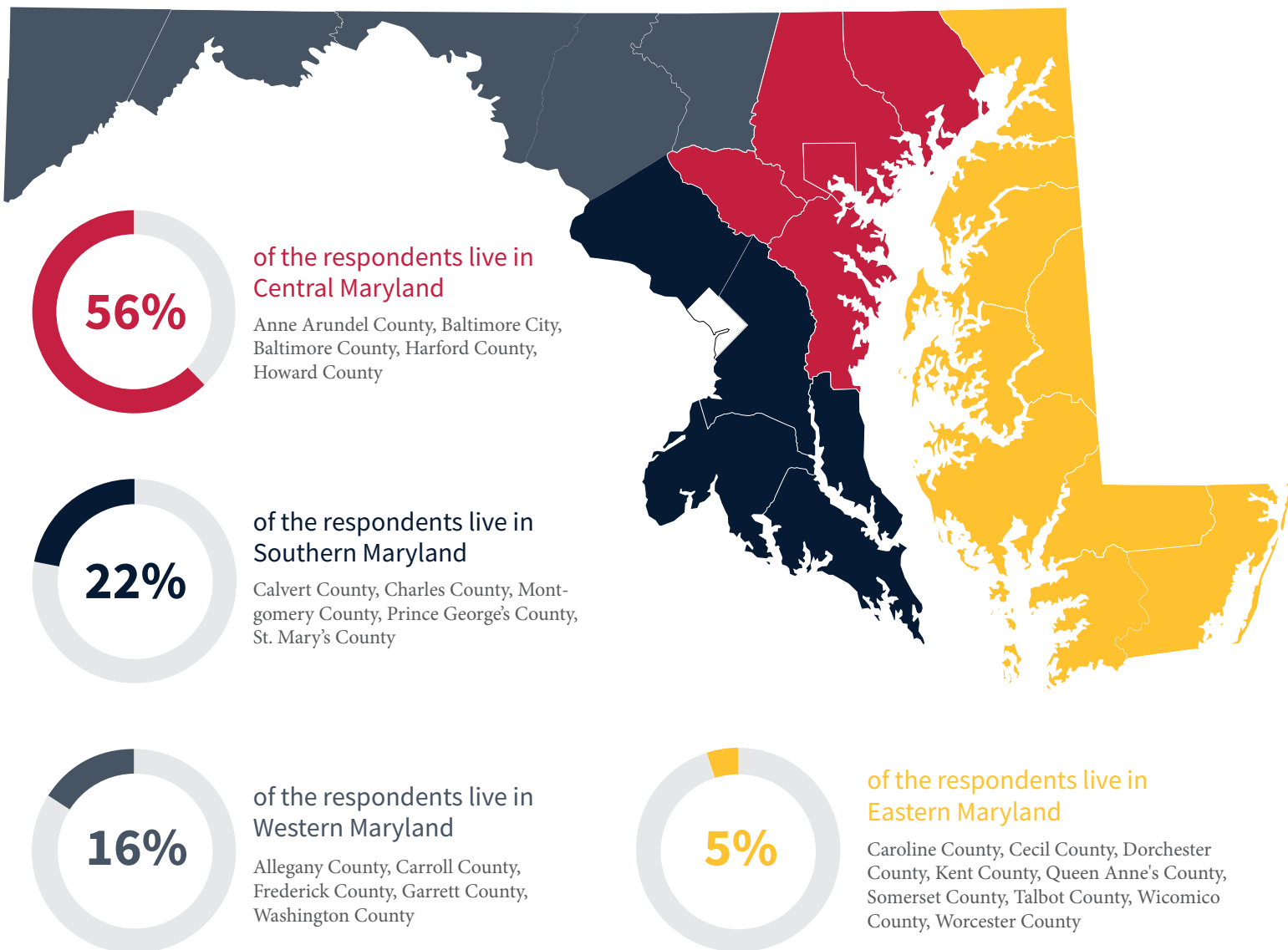
# 2020-2023 STATE DISABILITIES PLAN SURVEY (SDP SURVEY) RESULTS

## SDP Survey Respondents

Below are the respondents' identities percentages. The respondents were allowed to choose all identities that applied. Note that, 'employed in a disability-related workplace' is a new category created from the responses in the comment section.

## Maryland Residence

Below are the respondents' Maryland residence percentages.

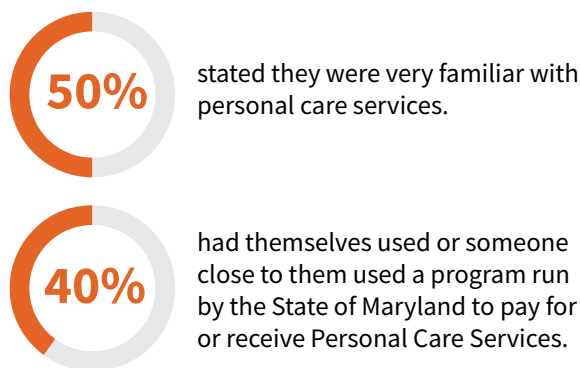


## Personal Care Services

The State Disabilities Plan will include plans for services and programs that provide personal care services to people with disabilities.

Personal Care Services are human assistance services provided to persons with disabilities which enables them to accomplish tasks related to daily living.

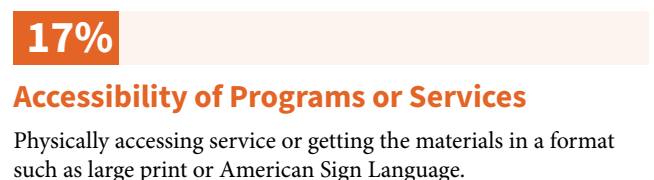
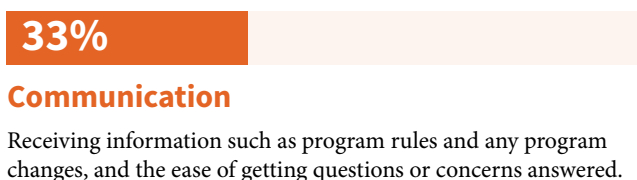
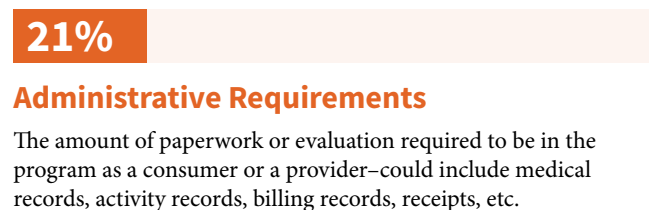
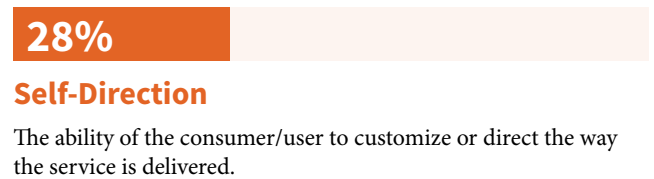
**Of the respondents who answered the Personal Care Services questions:**



**In the comment section the Personal Care Services mentioned were:**

Attendant Care Program, Autism Waiver, Community First Choice, Community Options, Community Pathways, Community Personal Assistance Services, Developmental Disability Administration Services in General, Employment services, In-Home Aide Services, In-Home Care Attendant Services, Low Intensity Support Services, Medicaid Services in General, Model Waiver for Medically-Fragile Children, Rare and Expensive Case Management, Self-Directed Services

**Based on the respondents' interest about Personal Care Services, the respondents would like the State Disabilities Plan section on Personal Care Services to focus on:**





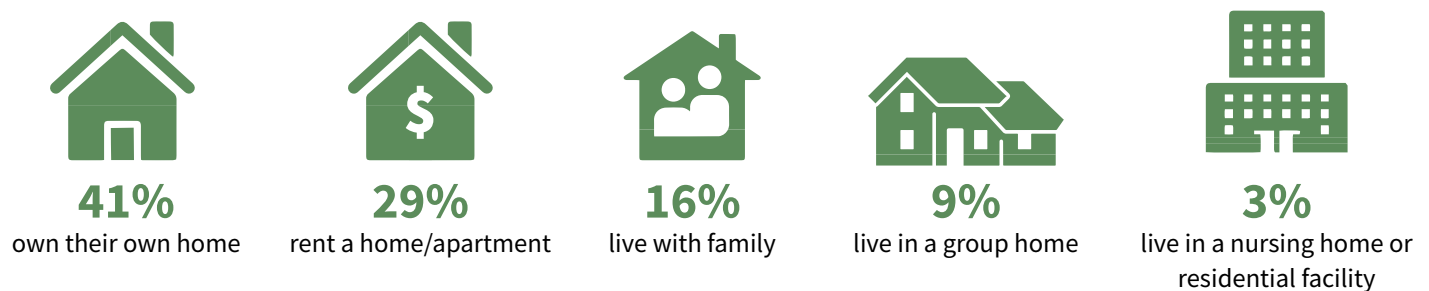


## Housing

The State Disabilities Plan will include plans for services and programs that support housing for people with disabilities.

Housing refers to the services and programs that support housing for people with disabilities.

**For people with disabilities or filling out on behalf of a person with disabilities:**



25% of respondents stated that they or someone close to them has used a program run by the State of Maryland to help pay for rent, utilities, or home modifications, or to help get a mortgage.

**In the comment section the services mentioned were:**

Energy Assistance, Home Modification, Section 8 Voucher, Non-Elderly Disabled Voucher, Section 811 Voucher, Homeownership for Individuals with Disabilities, MD Home Ownership program, Fair Housing Administration Loan, Accessible Homes for Seniors, Independent Living Tax Credit, and Homeownership for Individuals with Disabilities



25% of the responses were specifically the combination of the Maryland Energy Assistance Program and the Housing Choice Voucher Program.

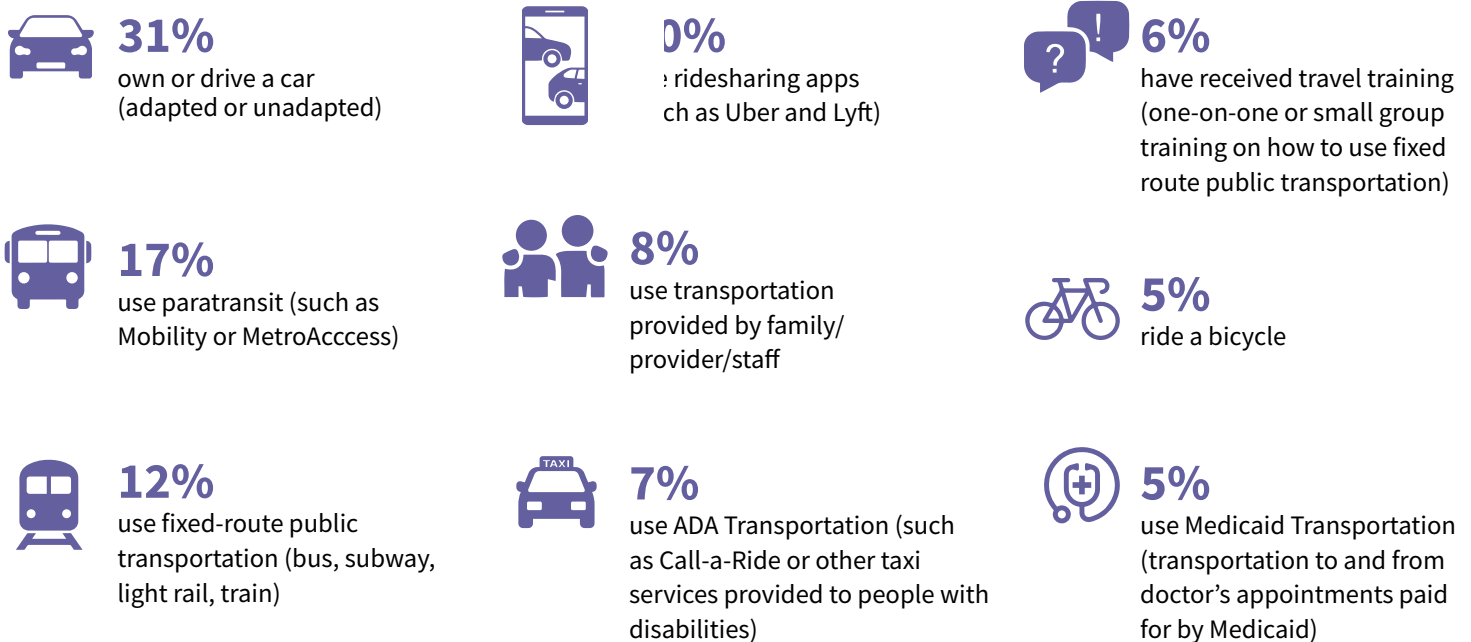


# Transportation

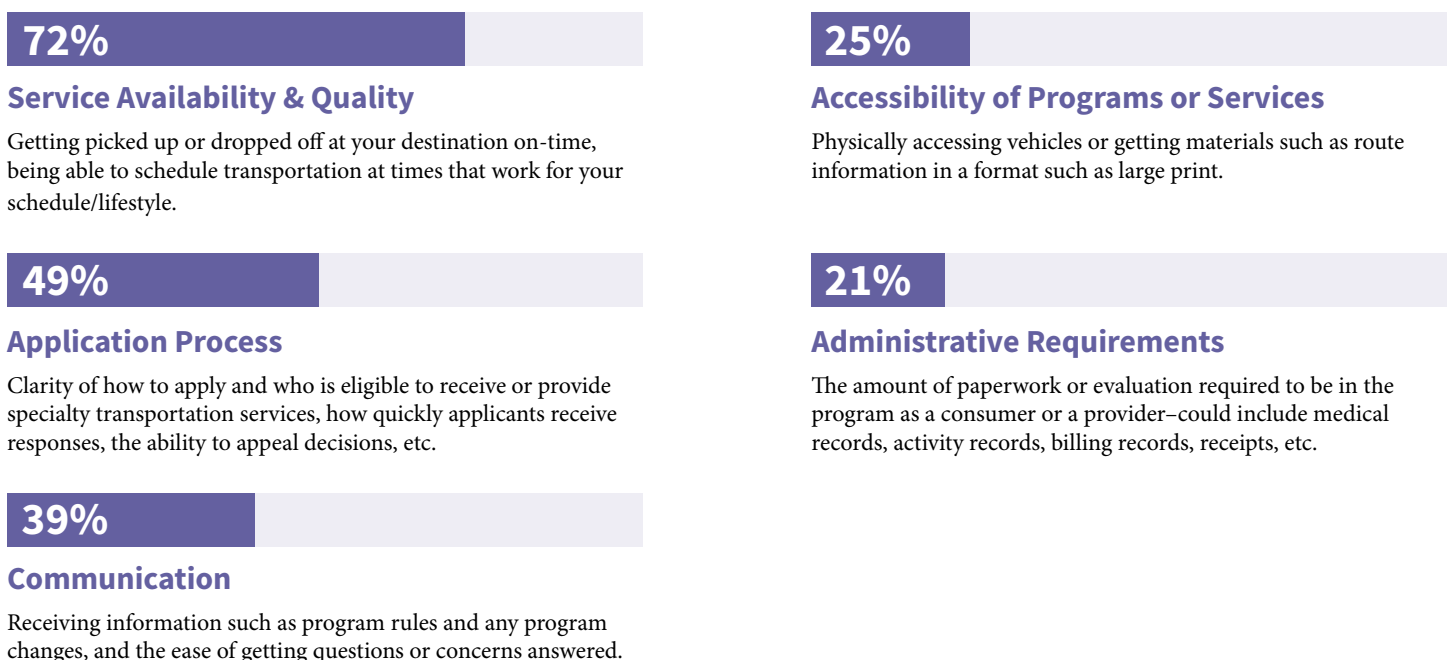
The State Disabilities Plan will include plans for services and programs that provide transportation for people with disabilities.

Transportation refers to the services and programs that provide transportation for people with disabilities.

When asked what kinds of transportation used, respondents with disabilities or responding on behalf of someone with a disability answered:



Based on the respondents' interest about transportation services, they would like the State Disabilities Plan section on Transportation to focus on:



# Employment

The State Disabilities Plan will include plans for services and programs that help people with disabilities find part-time and full-time work.

Employment refers to the services and programs that help people with disabilities find part-time and full-time work.

When asked, ‘Has the respondent or someone the respondent knows participated in the following employment services offered by the State of Maryland? Check all that apply.’, the responses were as follows:



**61%**

Pre-Employment or Employment services from the Division of Rehabilitation Services (DORS)



**45%**

Internships or work-based learning experiences as part of an IEP (Individualized Education Program)



**45%**

Supported Employment offered through another agency such as the Developmental Disabilities Administration (DDA) or Behavioral Health Administration (BHA)



**26%**

Apprenticeships, job services, or training offered by One Stop Career Centers/ America’s Job Centers

Based on the respondents’ interest about employment services, the respondents would like the State Disabilities Plan section on Employment to focus on:

**61%**

## Effectiveness

How well the service helped participants prepare for, find, or keep jobs, or to obtain financial independence.

**34%**

## Self-Direction

The ability of the consumer/user to customize or direct the way the service is delivered.

**45%**

## Application Process

Clarity of how to apply and who is eligible to receive or provide the service, how quickly applicants receive responses, the ability to appeal decisions, etc.

**23%**

## Administrative Requirements

The amount of paperwork or evaluation required to be in the program as a consumer or a provider—could include medical records, activity records, billing records, receipts, etc.

**38%**

## Communication

Receiving information such as program rules and any program changes, and the ease of getting questions or concerns answered.

**18%**

## Accessibility of Programs or Services

Physically accessing service or getting the materials in a format such as large print or American Sign Language.





## Health Care and Behavioral Health Services

The State Disabilities Plan will include plans for services and programs that provide health care and behavioral health services to people with disabilities.

Health Care and Behavioral Health Services refers to health care and behavioral health services provided or paid for by the Maryland Department of Health (including Medicaid and the Behavioral Health Administration).

Based on the respondents' interest about health care and behavioral health services, the respondents would like the State Disabilities Plan section on Health and Behavioral Health to focus on:

**64%**

### Service Availability

Availability of providers, appointments, and types of services.

**33%**

### Communication

Receiving information such as program rules and any program changes, and the ease of getting questions or concerns answered.

**47%**

### Affordability of Services

If you are responsible for deductibles or co-pays, the affordability of these contributions.

**24%**

### Self-Direction

The ability of the consumer/user to customize or direct the way the service is delivered.

**35%**

### Administrative Process

Clarity of how to apply for programs, who is eligible to receive or provide the service, the ability to appeal denials, etc.

**22%**

### Accessibility of Programs or Services

Physically accessing service or getting the materials in a format such as large print or American Sign Language.

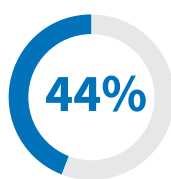
# Assistive Technology

The State Disabilities Plan will include plans for services and programs that help people access assistive technology.

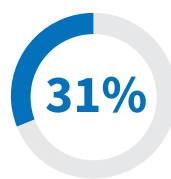
Assistive Technology refers to the equipment that helps people perform tasks with greater independence. Assistive Technology can include modifications made to homes, vehicles, or information technology equipment (computers, laptops, keyboards, cell phones, tablets etc.).



Of the respondents who answered the Assistive Technology questions:



are familiar with assistive technology and home modifications.



have used assistive technology of someone close to them or have used a program run by the State of Maryland to learn about, pay for, or receive assistive technology.

Based on the respondents' interest about assistive technology, the respondents would like the State Disabilities Plan section on Technology to focus on:

58%

## Availability

Availability of providers and service centers, appointments, and types of devices.

29%

## Communication

Receiving information such as program rules and any program changes, and the ease of getting questions or concerns answered.

47%

## Affordability of Services

If you are responsible for paying for some of the technology or paying back a loan, the affordability of these contributions.

23%

## Self-Direction

The ability of the consumer/user to customize or direct the way the service is delivered.

36%

## Administrative Process

Clarity of how to apply for programs, who is eligible to receive or provide the service, the ability to appeal denials, etc.

22%

## Accessibility of Programs or Services

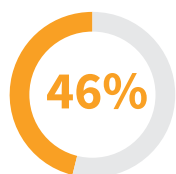
Physically accessing service, getting the materials in a format such as large print or American Sign Language.

## Education

The State Disabilities Plan will include plans for services and programs that support how people with disabilities access education.

Education refers to the services and programs that support how people with disabilities access education.

Of the respondents who answered the Education questions:



answered “Yes” to whether or not they or the person they are completing the form for received educational supports while in the education system.

The examples of educational supports were: Maryland Infant and Toddlers Program, Individualized Education Plan, Section 504 Plan, and Post-Secondary Student Disability Services



Based on the respondents’ interest with education programs and supports services, the respondents would like the State Disabilities Plan section for Education to focus on:

67%

### Availability

Variety and quality of appropriate education options or support services.

26%

### Self-Direction

The ability of the consumer/user to customize or direct the way the service is delivered.

67%

### Effectiveness

How well the service help participants prepare for, remain in, and complete education programs.

25%

### Administrative Requirements

The amount of paperwork or evaluation required to receive or provide the needed services—could include medical tests or records, activity records, progress reports, etc.

39%

### Communication

Receiving information such as program rules and any program changes, and the ease of getting questions or concerns answered.

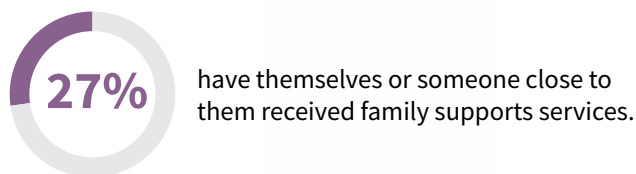


## Family Support Services

The State Disabilities Plan will include plans for services and programs that provide family supports to families caring for family members with disabilities.

Family Support Services refer to services and programs that provide family supports to families caring for family members with disabilities.

Of the respondents who answered the Family Support Services question:



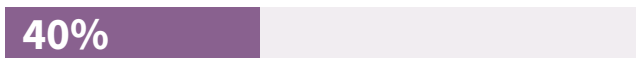
Examples of these programs were: family education classes, respite care services, and family therapy.

Based on the respondents' interest about family support services, the respondents would like the State Disabilities Plan to focus on:



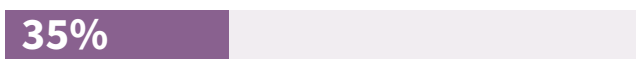
### Availability

Availability of providers, appointments, and types of services.



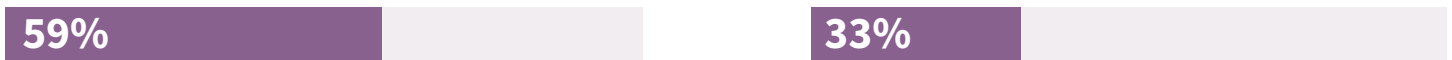
### Affordability of Services

If you are responsible for paying for some or all of these services, the affordability of these contributions.



### Communication

Receiving information such as program rules and any program changes, and the ease of getting questions or concerns answered.



### Administrative Process

Clarity of how to apply for programs, who is eligible to receive or provide the service, etc.



### Self-Direction

The ability of the consumer/user to customize or direct the way the service is delivered.



### Accessibility of Programs & Services

Physically accessing service or buildings, getting information from staff in accessible formats such as large print or American Sign Language.

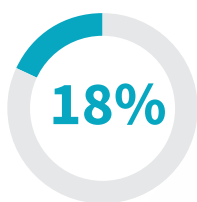


## Government Facilities Access and Government Programs Accessibility

The State Disabilities Plan will include plans for ensuring that government facilities and programs are physically accessible, and that materials and communications about services are provided in appropriate formats such as large print, braille, or in American Sign Language.

Government Facilities Access and Government Programs Accessibility refers to government facilities and programs being physically accessible, and that materials and communications about services are provided in appropriate formats such as large print, braille, or in American Sign Language. Government facilities can include state and local government offices as well as public universities.

**Of the respondents who answered the Government Facilities Access and Government Programs Accessibility questions:**



had themselves or someone they know had trouble physically accessing a government facility (state or local government office or public university).



had themselves or someone they know had trouble receiving materials about a government program, or communicating with program staff, in the format that you needed (such as large print, braille, American Sign Language, etc.).

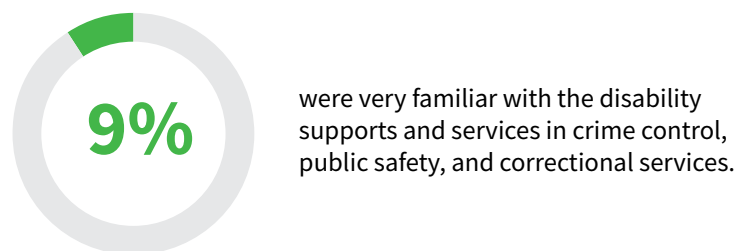


# Crime Control, Public Safety, and Correctional Services

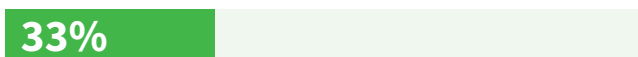
The State Disabilities Plan will include plans for supports and services in Crime Control, Public Safety, and Correctional Services for people with disabilities.

Crime Control, Public Safety, and Correctional Services refers to the supports and services in Crime Control, Public Safety, and Correctional Services for people with disabilities.

Of the respondents who answered the Crime Control, Public Safety, and Correctional Services questions:

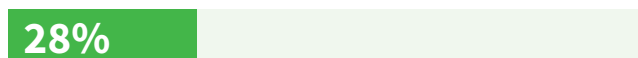


Based on the respondents' interest about supports and services for people with disabilities in crime control, public safety, and correctional services, the respondents would like the State Disabilities Plan section for people with disabilities in crime control, public safety, and correctional services to focus on:



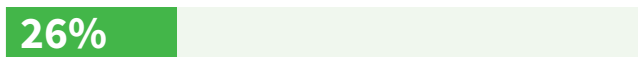
## Service Availability

Getting the service that was requested when it was needed, and to the level it was requested.



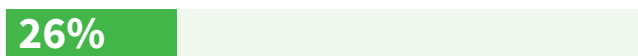
## Service Quality

The quality or effectiveness of the service.



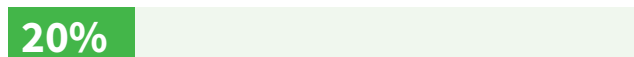
## Accessibility of Programs & Services

Physically accessing service or getting information necessary to obtain and use supports and services for people with disabilities in crime control, public safety, and correctional services.



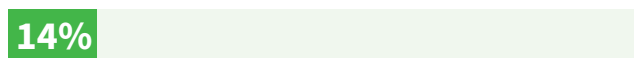
## Communication

Receiving information such as program rules and any program changes, and the ease of getting questions or concerns answered.



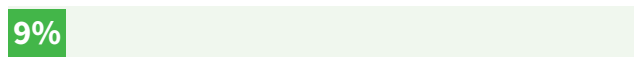
## Application Process

Clarity of how to apply and who is eligible to receive or provide the service, how quickly applicants receive responses, the ability to appeal decisions, etc.



## Self-Direction

The ability of the consumer/user to customize or direct the way the service is delivered.



## Administrative Process

The amount of paperwork or evaluation required to qualify for supports or services for people with disabilities in crime control, public safety, and correctional services.

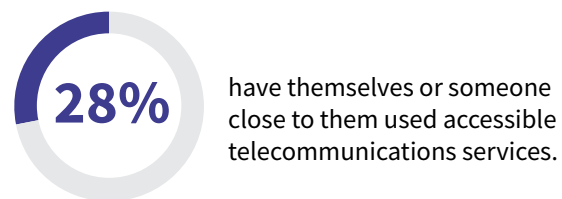
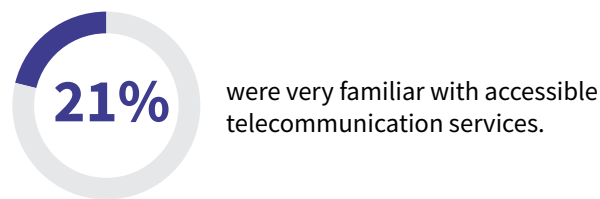


# Telecommunications Relay Services and Accessible Telecommunications Equipment

The State Disabilities Plan will include plans for services and programs that support individuals with disabilities who have difficulty using a standard telephone.

Telecommunications Relay Services and Accessible Telecommunications Equipment refers to services and programs that support individuals with disabilities who have difficulty using a standard telephone.

**Of the respondents who answered the Telecommunications Relay Services and Accessible Telecommunications Equipment questions:**



Based on the respondents' interest about accessible telecommunications services, the respondents would like the State Disabilities Plan section for accessible telecommunications services to focus on:



## Service Availability

Getting the service that was requested when it was needed, and to the level it was requested.



## Service Quality

The quality or effectiveness of the service.



## Accessibility of Programs & Services

Physically accessing service or getting information necessary to obtain and use Relay services or accessible telecommunications equipment.



## Application Process

Clarity of how to apply and who is eligible to receive or provide the service, how quickly applicants receive responses, the ability to appeal decisions, etc.



## Communication

Receiving information such as program rules and any program changes, and the ease of getting questions or concerns answered.



## Self-Direction

The ability of the consumer/user to customize or direct the way the service is delivered.



## Administrative Requirements

The amount of paperwork or evaluation required to be in the program as a consumer or a provider—could include medical records, proof of address, etc.



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at [Info.MDOD@Maryland.gov](mailto:Info.MDOD@Maryland.gov) or call [1-800-637-4113](tel:1-800-637-4113).



# Maryland

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