STATE DISABILITIES PLAN

2020-2023

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GOVERNOR’S LETTER

I am pleased to join Secretary Carol A. Beatty of the Maryland Department of Disabilities in presenting the Maryland State Disabilities Plan for 2020-2023.

The State Disabilities Plan is our roadmap for changing Maryland for the better for our citizens with disabilities. The State Disabilities Plan is developed quadrennially by the Interagency Disabilities Board, which is composed of Cabinet Secretaries of key state agencies and is chaired by the Secretary of Disabilities. The board is charged with producing recommendations, assessing funding and service needs for individuals with disabilities, identifying performance measures, and working with the Secretary of Disabilities to create a seamless, effective, and coordinated delivery system.

Maryland is the only state in the nation with a cabinet-level department focused on cross-disability policy. By working collaboratively with its sister agencies in state government, the Department of Disabilities provides advocacy and guidance to ensure that state entities deliver services in the most integrated settings possible, develop consistent policies affecting those with disabilities, and consider the diverse needs of all when making decisions that impact Marylanders. We are proud of our progress and are ready to continue that work with this plan as a guide for all state entities.

This year marks the thirtieth anniversary of the Americans with Disabilities Act. Signed into law by President George H. W. Bush, the ADA is the landmark civil rights law that reaffirms our nation’s founding ideal of equality for all by increasing access and opportunity for people with disabilities across all aspects of community life. Recognizing that many barriers still exist, our State Disabilities Plan outlines our efforts to bring equality of opportunity to all Marylanders. My administration is committed to a vision that 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.

Sincerely,

Larry Hogan
Governor
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STATE DISABILITIES PLAN

OVERVIEW

The Maryland State Disabilities Plan 2020-2023 has two (2) documents:

1. State Disabilities Plan

   The State Disabilities Plan provides for the coordination of the State services and policies that ensure compliance with State and federal civil rights laws that provide:

   • community-based supports
   • housing
   • transportation
   • employment
   • education
   • financial stability
   • health care
   • family and peer supports
   • recreational and wellness activities
   • crime control, public safety, and correctional services
   • accessible and universally designed communication and technology
   • disability equity, transparency, and efficiency in state government services
   • capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

2. Appendix

   The Appendix provides background information for the State Disabilities Plan.
MARYLAND DEPARTMENT OF DISABILITIES

OVERVIEW

The Maryland Department of Disabilities (MDOD) is charged with coordinating and improving the delivery of services to individuals with disabilities in the state of Maryland. By working collaboratively with all State government agencies, the Department of Disabilities provides advocacy and guidance to ensure that State entities deliver services in the most integrated settings possible, develop consistent policies affecting those with disabilities, and consider the diverse needs of all when making decisions which impact Marylanders. The department focuses on independence and full community membership through its programs which address accessible housing, employment, transitioning youth, community living, technology assistance, barrier-free living, and transportation. This focus is one which consistently has an eye to economic growth through strengthening of a diverse workforce and provision of the efficient and effective supports necessary for full participation in our State’s economy. The Maryland Department of Disabilities is required to review and revise the State Disabilities Plan at least once every four years.

MISSION:

Changing Maryland for the better by promoting equality of opportunity, access, and choice for Marylanders with disabilities.

VISION:

The Department of Disabilities is committed to the promise of a Maryland in which all people with disabilities have the knowledge and influence to make a difference in their lives and the lives of others.
LEGAL AUTHORITY

Human Services Article §7-132 outlines the requirements for the State Disabilities Plan, which is reported on annually in the Department of Disabilities Annual Progress Analysis:

(a) Coordination of support services. The State Disabilities Plan shall provide for the coordination of support services that:

(1) ensure compliance with the federal Americans with Disabilities Act and other relevant federal and State provisions intended to protect the civil rights of individuals with disabilities;

(2) are necessary for individuals with disabilities to achieve maximum participation in the mainstream of the community in the most integrated setting possible; and

(3) address, on a statewide basis, the improvement of:

(i) the capacity of communities to support individuals with disabilities with personal attendant care and other long-term care options that are self-directed;

(ii) the availability of accessible, integrated, and affordable housing options;

(iii) reliable transportation options;

(iv) employment and training options, including self-employment and noncongregant competitive opportunities available in an integrated environment in which there are individuals with and without disabilities;

(v) somatic and behavioral health options;

(vi) accessible and universally designed technology;

(vii) support services for children, youth, and their families to enable them to achieve successful learning;

(viii) family support services, including respite care; and

(ix) crime control, public safety, and correctional services that appropriately take into account the needs and rights of individuals with disabilities.

(b) Assessment of support services for individuals with disabilities. The State Disabilities Plan shall assess the provision of and resources for support services for individuals with disabilities.
SUPPORTING THE MARYLAND STATE DISABILITIES PLAN 2020-2023

The State Disabilities Plan provides a framework which allows all levels of government and all sectors of the community to coordinate efforts to improve the lives of Marylanders with disabilities, their families, and caregivers. The plan is developed in collaboration with state agencies, community members, and other stakeholders.

STAKEHOLDER SURVEY

A Stakeholder Survey was distributed electronically in May 2020 and was made available to the public through June. Thank you to the 426 stakeholders who provided thoughtful feedback on ways to improve the policies and services that impact Marylanders with disabilities. The results of the Stakeholder Survey are summarized in the Appendix.

INTERAGENCY DISABILITIES BOARD

The Interagency Disabilities Board is chaired by the Department of Disabilities and consists of representatives of the following state agencies: Department of Aging, Department of Commerce, Department of Budget and Management, Department of Health, Department of Housing and Community Development, Department of Human Services, Department of Labor, Department of Planning, Department of Education, Department of Transportation, the Division of Children and Youth of the Governor’s Office of Crime Prevention, Youth, and Victim Services, Governor’s Office of the Deaf and Hard of Hearing, Department of Juvenile Services, and Department of Public Safety and Correctional Services. Membership of the Interagency Disabilities Board is outlined in Human Services Article §7-128.
The State Disabilities Plan was developed in consultation with the Maryland Commission on Disabilities. The Maryland Commission on Disabilities consists of 19 appointed members and two elected officials who represent people with disabilities, families, service providers, and advocates across Maryland. The Alliance of Commissions on Disabilities, which represents the county-level Commissions on Disabilities, also provided valuable feedback.

PUBLIC SECTOR SUPPORT

Every State and local government agency that has an impact on Maryland’s communities touch the lives of people with disabilities in some way. All government entities, including those that do not specifically serve people with disabilities, can support and assist with implementing the State Disabilities Plan by using it and its supporting documents as reference.

NOT-FOR-PROFIT SECTOR SUPPORT

Community-based organizations play a critical role in service delivery and advocacy. These organizations continue to improve the lives of people with disabilities and their families, by providing services, creating opportunities for community participation, advocating for rights and service improvements, and giving people with disabilities a voice. This plan and its supporting documents were developed in consultation with many community-based organizations and, in turn, will prove to be a useful resource to promote joint initiatives between the government and the community.

PRIVATE SECTOR SUPPORT

The skills, talents, and resources of people with disabilities represent untapped potential for the private sector. There is a strong business case for employing people with disabilities, as well as ensuring that businesses’ buildings and products are physically accessible to customers with disabilities. We hope this document can be a valuable resource to members of the private sector to further engage the support of the disability community and foster increased public-private partnerships.
The Maryland Department of Disabilities is charged with coordinating and improving the delivery of services to individuals with disabilities in the State of Maryland. Our vision for the next four years is: A Maryland in which all people with disabilities have the knowledge, opportunity, and influence to make a difference in their lives and the lives of others.

By working collaboratively with all State government agencies, the Department of Disabilities provides advocacy and guidance to ensure that State entities deliver services in the most integrated settings possible and develop consistent policies affecting those with disabilities. The current State Disabilities Plan is founded on five guiding principles: Self-Direction, Financial Well-Being, Health and Wellness, Maximizing Resources, and Accessible Communication. These principles are interwoven and integral to each outcome and activity under the current plan.

Guiding Principles
The guiding principles listed in this plan are the long-term changes that Maryland’s state agencies are working to achieve. These guiding principles are interconnected and the approach to achieving them must be interdisciplinary and holistic.

Outcomes
The outcomes listed in this plan describe in more detail what progress needs to be made to achieve the guiding principles. These outcomes can and will be measured.

Strategies
The strategies in this document guide the activities that are those most likely to have a widespread, positive impact on stakeholders, contribute to the accomplishment of outcomes, are achievable and measurable, and work together to reinforce each other.

Activities
Activities listed in this document are the broad data collection tools used to measure general, statewide progress towards achieving outcomes.
2020-2023 STATE DISABILITIES PLAN
GUIDING PRINCIPLES

Self-Direction

*Individuals with disabilities will determine how they wish to live.*

People with disabilities will have the ability to participate in the design of their personal support systems, and the opportunity to live and participate fully in the community in non-congregant settings.

This Guiding Principle focuses on ensuring that people have a choice in their support services and housing, and maintaining the ability to travel in their community – all foundations for leading a self-directed, independent life.

Financial Well-Being

*Individuals with disabilities will have equal opportunity to improve their financial well-being.*

People with disabilities will achieve financial well-being through equal access to education, employment, work incentives and benefits counseling, financial management, and savings programs.

This Guiding Principle focuses on common paths to financial independence, including education, employment, and sound financial management.

Health & Wellness

*Individuals with disabilities will have access to resources and services that promote health and wellness.*

People with disabilities will improve their quality of life through multidisciplinary and integrative services and supports.

This Guiding Principle focuses on developing resources and building capacity in health, behavioral health care, family and peer supports, and improving access to recreational/wellness activities.
Maximizing Resources

Maryland state agencies and key stakeholders will maximize resources effectively.

Maryland state agencies and key stakeholders will refine processes and infrastructure.

This Guiding Principle focuses on organizational capacity building and infrastructure development between state and non-state partners to better serve people with disabilities and their families.

Accessible Communication

Maryland state agencies will be accessible, and communicate information effectively, equitably, and in an accessible format.

People with disabilities will have equal access to all state agency communications, programs, and services.

This Guiding Principle focuses on ensuring all government communications are accessible, promoting quality service delivery, and acquiring accessible communication services and products for individuals with disabilities.
STATE DISABILITIES PLAN

OUTCOMES

The outcomes listed below are detailed descriptions of progress that must be made within Maryland’s state agencies in order to achieve and reach our measurable goals. These thirteen outcomes directly impact the five main guiding principles—or long-term changes—that are listed above in this plan. These outcomes play an integral role in each of the principles in the following ways:

**Outcome One:** Improved self-directed supports and services for people with disabilities and their families

**Outcome Two:** Improved availability of integrated, affordable, and accessible housing options for people with disabilities and their households

**Outcome Three:** Improved reliable transportation options for people with disabilities

**Outcome Four:** Improved employment and training options, including self-employment and non-congregant competitive opportunities available in an integrated environment in which there are individuals with and without disabilities

**Outcome Five:** Improved educational support services for children, youth, and life-long learners with disabilities

**Outcome Six:** Improved financial stability and independence for people with disabilities and their families

**Outcome Seven:** Improved physical and behavioral health care for people with disabilities and their families

**Outcome Eight:** Improved family and peer support services for people with disabilities and their families

**Outcome Nine:** Improved crime control, public safety, and correctional services emphasizing the needs and rights of people with disabilities

**Outcome Ten:** Improved accessible and universally designed communication and technology

**Outcome Eleven:** Improved disability equity, transparency, and efficiency in state government services

**Outcome Twelve:** Improved access to recreational and wellness activities for people with disabilities and their families

**Outcome Thirteen:** Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies
Self-Direction

Individuals with disabilities will determine how they wish to live.

People with disabilities will have the ability to participate in the design of their personal support systems, and the opportunity to live and participate fully in the community in non-congregant settings.

This Guiding Principle focuses on ensuring that people have a choice in their support services and housing, and maintaining the ability to travel in their community – all foundations for leading a self-directed, independent life.

Applicable Outcomes: One, Two, Three, Thirteen
OUTCOME ONE

Improved self-directed supports and services for people with disabilities and their families

Strategy One
Improve home and community-based services and programs

Activity: Annually collect qualitative and quantitative data and report on improvement in home and community-based services and programs

Strategy Two
Improve choice and self-direction within supports programs

Activity: Annually collect qualitative and quantitative data and report on improvement in choice and self-direction within supports programs

Strategy Three
Improve delivery of services in the most integrated and least-restrictive setting possible

Activity: Annually collect qualitative and quantitative data and report on improvement in services being delivered in the most integrated, least-restrictive setting possible

OUTCOME TWO

Improved availability of integrated, affordable, and accessible housing options for people with disabilities and their households

Strategy One
Improve quantity of and access to integrated, affordable, and accessible rental housing in Maryland

Activity: Annually collect qualitative and quantitative data and report on improvement of availability and access to integrated, affordable, and accessible rental housing in Maryland

Strategy Two
Improve homeownership for people and households with disabilities

Activity: Annually collect qualitative and quantitative data and report on improvement in homeownership for people and households with disabilities

Strategy Three
Improve access to and knowledge of home modifications and assistive technology that help people remain in their homes

Activity: Annually collect qualitative and quantitative data and report on improvement in home-modification and assistive technology that help people remain in their homes
OUTCOME THREE

Improved reliable transportation options for people with disabilities

Strategy One
Improve effectiveness of paratransit services

Activity: Annually collect qualitative and quantitative data and report on improvement in the effectiveness of paratransit services

Strategy Two
Improve public transportation ridership among people with disabilities

Activity: Annually collect qualitative and quantitative data and report on improvement of public transportation ridership among people with disabilities

Strategy Three
Improve coordinated cross-jurisdictional transportation options for riders with disabilities

Activity: Increase state disability transportation representation

Strategy Four
Improve private transportation for people with disabilities (transportation provided by self, family, friends, providers, ride sharing apps)

Activity: Annually collect qualitative and quantitative data and report on improvement in private transportation for people with disabilities (transportation provided by self, family, friends, providers, ride sharing apps)

OUTCOME THIRTEEN

Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

Strategy One
Improve self-direction capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

Activity: Annually collect qualitative and quantitative data and report on improvement in self-direction capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

Strategy Two
Improved self-direction capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

Activity: Annually collect qualitative and quantitative data and report on improvement in self-direction capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies
Financial Well-Being

*Individuals with disabilities will have equal opportunity to improve their financial well-being.*

People with disabilities will achieve financial well-being through equal access to education, employment, work incentives and benefits counseling, financial management, and savings programs.

This **Guiding Principle** focuses on common paths to financial independence, including education, employment, and sound financial management.

**Applicable Outcomes:** Four, Five, Six, Thirteen
OUTCOME FOUR

Improved employment and training options, including self-employment and non-congregant competitive opportunities available in an integrated environment in which there are individuals with and without disabilities

**Strategy One**
Improve employment services, training, and supports for youth and adults with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement in employment services, training, and supports for youth and adults with disabilities

**Strategy Two**
Improve participation of people with disabilities in public vocational and career services programs

**Activity:** Annually collect qualitative and quantitative data and report on improvement in participation of people with disabilities in public vocational and career services programs

**Strategy Three**
Improve state employment and state internship opportunities for people with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement in state employment and state internship opportunities

OUTCOME FIVE

Improved educational support services for children, youth, and life-long learners with disabilities

**Strategy Three**
Improve coordination and outcomes for students’ transition from school to post-school education, employment, and training

**Activity:** Annually collect qualitative and quantitative data and report on improvement in coordination and outcomes for students’ transition from school to post-school education, employment, and training
OUTCOME SIX

Improved financial stability and independence for people with disabilities and their families

Strategy One
Improve access to work incentives and/or benefits counseling and programs for people with disabilities

Activity: Annually collect qualitative and quantitative data and report on improvement in work incentives and/or public benefits counseling and programs

Strategy Two
Improve knowledge of and participation in financial management programs

Activity: Annually collect qualitative and quantitative data and report on improvement in knowledge of and participation in financial management programs

OUTCOME THIRTEEN

Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

Strategy Three
Improve financial well-being capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

Activity: Annually collect qualitative and quantitative data and report on improvement in financial well-being capacity, infrastructure, and coordinated policy implementation for public health emergencies

Strategy Four
Improve financial well-being capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

Activity: Annually collect qualitative and quantitative data and report on improvement in financial well-being capacity, infrastructure, and coordinated policy implementation for public health emergencies
Health & Wellness

*Individuals with disabilities will have access to resources and services that promote health and wellness.*

People with disabilities will improve their quality of life through multidisciplinary and integrative services and supports.

This **Guiding Principle** focuses on developing resources and building capacity in health, behavioral health care, family and peer supports, and improving access to recreational/wellness activities.

**Applicable Outcomes:** Seven, Eight, Twelve, Thirteen
OUTCOME SEVEN

Improved physical and behavioral health care for people with disabilities and their families

Strategy One
Improve accessibility to culturally competent, accessible wellness and preventive health care services

Activity: Annually collect qualitative and quantitative data and report on improvement in competent, accessible wellness and preventive health care services

Strategy Two
Improve crisis and acute services

Activity: Annually collect qualitative and quantitative data and report on improvement in statewide access to crisis and acute services

Strategy Three
Improve the coordination of care for people with disabilities with complex or transitional health care needs

Activity: Annually collect qualitative and quantitative data and report on improvement in coordination of care for people with disabilities with complex or transitional health care needs
OUTCOME EIGHT

Improved family and peer support services for people with disabilities and their families

Strategy One
Improve family disability supports across the lifespan

Activity: Annually collect qualitative and quantitative data and report on improving supports and protections for families with disabilities across the lifespan

Strategy Two
Improve peer and family support networks

Activity: Annually collect qualitative and quantitative data and report on improvement in improving peer and family support networks

Strategy Three
Improve in-home assistance and respite care resources

Activity: Annually collect qualitative and quantitative data and report on improvement in in-home assistance and respite care resources

Strategy Four
Improve educational advocacy support for parents of children with disabilities

Activity: Annually collect qualitative and quantitative data and report on improvement in engagement of parents of children with disabilities

OUTCOME TWELVE

Improved access to recreational and wellness activities for people with disabilities and their families

Strategy One
Improve access to recreational activities for people with disabilities and their families

Activity: Annually collect qualitative and quantitative data and report on improvement in recreational activities for people with disabilities and their families

Strategy Two
Improve access to wellness activities for people with disabilities and their families

Activity: Annually collect qualitative and quantitative data and report on improvement in wellness activities for people with disabilities and their families
OUTCOME THIRTEEN

Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

Strategy Five
Improve health and wellness capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

Activity: Annually collect qualitative and quantitative data and report on improvement in health and wellness capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

Strategy Six
Improved health and wellness capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

Activity: Annually collect qualitative and quantitative data and report on improvement in health and wellness capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies
Maximizing Resources

Maryland state agencies and key stakeholders will maximize resources effectively.

Maryland state agencies and key stakeholders will refine processes and infrastructure.

This Guiding Principle focuses on organizational capacity building and infrastructure development between state and non-state partners to better serve people with disabilities and their families.

Applicable Outcomes: One, Two, Three, Four, Five, Nine, Ten, Eleven, Thirteen
OUTCOME ONE

Improved self-directed supports and services for people with disabilities and their families

Strategy Four
Improve the capacity of agencies and providers to support people with disabilities living in the community

Activity: Track qualitative data related to the capacity of agencies and providers to support people with disabilities living in the community

OUTCOME TWO

Improved availability of integrated, affordable, and accessible housing options for people with disabilities and their families

Strategy Four
Improve availability of integrated, affordable, and accessible housing options through interagency capacity building and infrastructure development

OUTCOME THREE

Improved reliable transportation options for people with disabilities

Strategy Two
Improve public transportation ridership among people with disabilities

Activity: Annually collect qualitative and quantitative data and report on improvement of public transportation ridership among people with disabilities

Strategy Four
Improve private transportation for people with disabilities (transportation provided by self, family, friends, providers, ride sharing apps)

Activity: Annually collect qualitative and quantitative data and report on improvement in private transportation for people with disabilities (transportation provided by self, family, friends, providers, ride sharing apps)
OUTCOME FOUR

Improved employment and training options, including self-employment and non-congregant competitive opportunities available in an integrated environment in which there are individuals with and without disabilities

Strategy Four

Improve interagency disability employment strategic planning and legislation implementation for youth and adults with disabilities

Activity: Annually collect qualitative and quantitative data and report on improvement in data related to improving interagency disability employment strategic planning and legislation implementation for youth and adults with disabilities

OUTCOME FIVE

Improved educational support services for children, youth, and life-long learners with disabilities

Strategy One

Improve early intervention programs and services for infants, toddlers, and young children with disabilities and their families

Activity: Annually collect qualitative and quantitative data and report on improvement in educational statistics for children with disabilities in early intervention programs

Strategy Two

Improve educational supports in all settings

Activity: Annually collect qualitative and quantitative data and report on improvement in access to appropriate supports in any educational setting and services for infants, toddlers, and young children with disabilities

Strategy Three

Improve coordination and outcomes for students’ transition from school to post-school education, employment, and training

Activity: Annually collect qualitative and quantitative data and report on improvement in coordination and outcomes for students’ transition from school to post-school education, employment, and training
OUTCOME NINE

Improved crime control, public safety, and correctional services emphasizing the needs and rights of people with disabilities and their families

**Strategy One**
Improve disability-related training within crime control, public safety, and correctional services

**Activity:** Annually collect qualitative and quantitative data and report on improvement related to disability-related training within crime control, public safety, and correctional services

**Strategy Two**
Improved disability-related supports and services within crime control, public safety, and correctional services

**Activity:** Annually collect qualitative and quantitative data and report on improvement in supports and services within crime control, public safety, and correctional services

**Strategy Three**
Improved disability-related interagency capacity building within crime control, public safety, and correctional services

**Activity:** Annually collect qualitative and quantitative data and report on improvement in disability-related interagency capacity building within crime control, public safety, and correctional services
OUTCOME TEN

Improved accessible and universally designed communication and technology

**Strategy One**
Improve the accessibility of emergency information by making it available in a variety of accessible formats (e.g., braille, large print, ASL) for emergency broadcasts and emergency resources provided at shelters and recovery centers

**Activity:** Annually collect qualitative and quantitative data and report on improvement in accessible formats for emergency broadcasts and resources

**Strategy Three**
Improved telecommunications accessibility services for people with difficulty using a traditional telephone

**Activity:** Annually collect qualitative and quantitative data and report on capacity improvement in telecommunications accessibility options for people with difficulty using a traditional telephone

**Strategy Four**
Improved awareness of availability of Maryland Relay services amongst various stakeholder groups

**Activity:** Annually collect qualitative and quantitative data and report on improvement in awareness of availability of Maryland Relay services amongst various stakeholder groups
OUTCOME ELEVEN

Improved disability equity, transparency, and efficiency in state government services

Strategy One
Improve accessibility of government buildings and programs to all people with disabilities

   Activity: Annually collect qualitative and quantitative data and report on improvement of disability equity, transparency, and efficiency in state government services

Strategy Three
Improve understanding and accessibility of civil rights for people with disabilities and their families

   Activity: Annually collect qualitative and quantitative data and report on improvement in civil rights for people with disabilities and their families

Strategy Four
Improve technology services among agencies, providers, and people with disabilities

   Activity: Annually collect qualitative and quantitative data and report on technology services improvement among agencies, providers, and people with disabilities

Strategy Six
Improve trainings and outreach activities designed to share information and solicit stakeholder feedback

   Activity: Annually collect qualitative and quantitative data and report on improvement in trainings and outreach activities

OUTCOME THIRTEEN

Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

Strategy Seven
Improve maximizing resources capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

   Activity: Annually collect qualitative and quantitative data and report on improvement in maximized resources capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

Strategy Eight
Improve maximizing resources capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

   Activity: Annually collect qualitative and quantitative data and report on improvement in maximizing resources capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies
Accessible Communications

Maryland state agencies will be accessible, and communicate information effectively, equitably, and in an accessible format.

People with disabilities will have equal access to all state agency communications, programs, and services.

This Guiding Principle focuses on ensuring all government communications are accessible, promoting quality service delivery, and acquiring accessible communication services and products for individuals with disabilities.

Applicable Outcomes: Ten, Eleven, Thirteen
OUTCOME TEN

Improved accessible and universally designed communication and technology

Strategy One
Improve the accessibility of emergency information by making it available in a variety of accessible formats (e.g. braille, large print, ASL) for emergency broadcasts and emergency resources provided at shelters and recovery centers

Activity: Annually collect qualitative and quantitative data and report on improvement in accessible formats for emergency broadcasts and resources

Strategy Two
Improve the integration of the needs of the disability community and emergency management plans

Activity: Annually collect qualitative and quantitative data and report on improvement in integration of the needs of the disability community and emergency management plans

Strategy Three
Improved telecommunications accessibility services for people with difficulty using a traditional telephone

Activity: Annually collect qualitative and quantitative data and report on improvement in telecommunications accessibility services for people with difficulty using a traditional telephone

OUTCOME ELEVEN

Improved disability equity, transparency, and efficiency in state government services

Strategy Two
Improve accessibility of government websites and other forms of communication

Activity: Annually collect qualitative and quantitative data and report on improvement in accessibility of websites and other communications
OUTCOME THIRTEEN

Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

Strategy Nine
Improve accessible communications capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

Activity: Annually collect qualitative and quantitative data and report on improvement in accessible communications capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

Strategy Ten
Improved accessible communications capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

Activity: Annually collect qualitative and quantitative data and report on improvement in accessible communication capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies