

MARYLAND STATE DEPARTMENT OF EDUCATION
DIVISION OF REHABILITATION SERVICES
2007 ANNUAL REPORT



To DORS colleagues, consumers and partners:

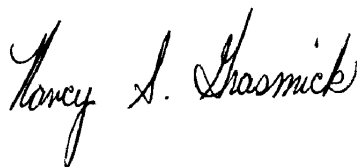
This year, the public vocational rehabilitation program served a record number of individuals with disabilities. We have formed new alliances with the business community and received a multi-million dollar grant that will expand services for transitioning students well into the future. However, we will also remember this year for its harsh financial realities as our consumers, staff and partners became very aware that DORS revenues have not kept pace with increased demand for services.

We expect these challenges to continue into the coming year. DORS has responded to this issue by realigning resources, emphasizing priorities and reassessing procedures. We have also educated the public (including state and federal legislators) about the funding needs and economic benefits of the public vocational rehabilitation program.


There is still a great deal of good news about public vocational rehabilitation services in Maryland. While continuing to provide the traditional employment services that people with disabilities need, DORS is emerging as a nationally recognized leader in innovative vocational rehabilitation programs for the future. In the past year, federal and state partners, the media, colleagues, consumers and oversight agencies have recognized DORS for innovative practices, especially those that have served high school students, people with vision loss and individuals with chronic mental illness.

DORS will continue to evolve to meet both the needs of our consumers and Maryland employers. Please join us as we look forward.

Sincerely,



Nancy S. Grasmick
State Superintendent of Schools



Robert A. Burns
Assistant State Superintendent in Rehabilitation Services



During a DORS-sponsored summer youth employment program, Connor (seated) worked as an administrative assistant at EMA, an Eldersburg-based company that serves senior citizens. Kevin Tray (left), Employment & Reporting Manager, says that Connor took on increasing responsibilities without difficulty. "When new employees come from DORS," says Kevin, "I know I won't have a lot of problems."

Also pictured: DORS counselor Stephanie Dubicki (center) and Ryan Lillis (right), EMA Human Resource Coordinator. A recent high school grad, Connor now works at EMA part-time while attending college.

DORS Mission

DORS supports the employment and economic independence of people with disabilities in Maryland. We also help Maryland businesses recruit and retain qualified employees with disabilities.

This year, 3,097 individuals went to work after taking part in DORS programs. Another 966 are working and getting follow-along services that will allow them to move into permanent employment. We have assisted 77 businesses with worksite reviews to help them hire new employees or keep valued employees with disabilities. The Disability Determination Services (DDS) adjudicated 56,559 Social Security disability claims with a 95.5% accuracy rate.

DORS Works for Maryland:

- DORS Workforce & Technology Center (WTC) and Jiffy Lube developed a customized partnership. Students participate in on-the-job training at five Jiffy Lube Baltimore-area locations to learn the job duties of courtesy technicians, bay technicians and team leaders.
- A partnership between DORS and ActionTemp Services launched the first Personal Care Aide training course at the WTC. Other WTC customized training programs this year prepared individuals to become childcare workers, warehouse workers and nurses aids.
- DORS Office for Blindness & Vision Services collaborated with PNC Bank and the Columbia Lighthouse for the Blind to prepare job candidates for bank teller positions. The project helped selected individuals train for bank teller positions using low-vision technologies.
- Twenty interns celebrated successful completion of the 7th Governor's QUEST Internship Program for Persons with Disabilities. QUEST provides three-month internships in State government. Many participants have begun careers in permanent state employment following completion of their internship.
- The Maryland Business Enterprise Program for the Blind (MBEPB) entered into an agreement with the United States Postal Service to provide all vending machine and food service operations at post offices in Maryland. This encompasses all post office and distribution centers from Ocean City to Oakland and all of southern Maryland.
- Patuxent River Naval Air Station in Lexington Park includes DORS as a member of their IWD (Individuals with Disabilities) Team that meets on a regular basis to discuss hiring and accommodation needs for individuals applying for government and contract vacancies at PAX/NAS.



Doyle Dunnam (right) Sales Manager for the Goodyear Auto Service Center in Ellicott City, welcomed WTC auto mechanic students for the afternoon on Disability Mentoring Day. He provided the students with a behind-the-scenes tour and discussed job requirements and the outlook for Baltimore-area tire mechanics.

More than 25 statewide employers participated in Disability Mentoring Day by providing tours, mock interviews, group presentations and job shadowing.

Persons Rehabilitated by Primary Disability

Primary Disability	Number Rehabilitated
Psychiatric Disability	1,082
Cognitive Disability	867
Orthopedic	252
Deaf & Hard of Hearing	269
Other Physical Disabilities	354
Blind & Visual Impairments	223
Communication Disabilities	33
Respiratory Impairments	17

Persons Rehabilitated by Occupation at Case Closure

Occupation	Number Rehabilitated
Service	1356
Clerical, Sales	682
Professional, Technical, Managerial	506
Production, Construction, Operating, Materials Handling	314
Homemaker	185
Farming, Fishery & Forestry	42
Unpaid Family Worker	5
Vending Operator/Worker	7
TOTAL	3,097

Average Hourly Earning at
Case Record Closure: \$10.10



After many years of being out of the workforce due to mental illness, Marguerite Washington (right) has been working full-time for a year at Genesis Healthcare. Her DORS counselor, Sue Cooper (left) and Arundel Lodge job coach, Jennipha Gregory, check in with her and her employer as needed.

Budget

SOURCE OF FUNDS

STATE FUNDS

State Matching Funds	\$12,196,797
State Non-matching Funds	896,668

TOTAL **13,093,465**

FEDERAL FUNDS

Federal Matching Funds	
Basic Program	40,564,487
State Independent Living Services	357,834
Independent Living (Older Blind)	654,456
Training	230,324

SUB TOTAL **41,807,101**

FEDERAL NON-MATCHING FUNDS

Supported Employment State Grants	656,500
Client Assistance Program	208,968
Adult Basic Education	46,410
Systems Change	289,823
Social Security Administration/DDS	25,372,992
Social Security Reimbursement	2,259,428
High School / High Tech	225,000
Literacy	522,545

SUB TOTAL **29,581,666**

TOTAL **71,388,767**

SPECIAL FUNDS

Business Enterprise Program for the Blind	2,911,036
Third Party	180,949

TOTAL **3,091,985**

TOTAL COMBINED FUNDS AVAILABLE

87,574,217

EXPENDITURE OF FUNDS

VR Client Services Program	\$19,615,309
Disability Determination Services	25,372,992
Workforce & Technology Center	13,369,844
Case Services	21,371,683
Administration	4,457,367
Business Enterprise Program for the Blind	2,911,036
Literacy	325,293
High School/High Tech	150,693
TOTAL FUNDS EXPENDED	\$ 87,574,217



Nia Thorne's own business, Nia's Snacks n' Such, became a reality with the guidance and support of DORS. Nia, who has autism, orders stock, maintains her vending machines and keeps inventory for her small business. A job coach helps with finances and coaches her in decision-making.

DORS is training staff and developing programming to serve the increasing numbers of individuals who have been diagnosed with autism.



Each incoming DDS claims examiner must complete a 4-month training program that includes in-depth medical systems training by staff physicians. DDS management then assigns the novice examiners to training sections where they obtain the additional guidance and mentoring needed to provide timely and accurate decisions for individuals who are applying for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

FY 2007 Agency Highlights

In the past year, DORS helped 1,321 individuals in Maryland move from receiving public benefits to becoming employed taxpayers.

DORS began a second year of its partnership with the Community College of Baltimore County (CCBC) in the Pathways Project, which helps students with autism spectrum disorders find success in postsecondary education.

DORS leads the Governor's Employment Initiative for Persons with Acquired Brain Injuries with an ongoing collaboration of service providers, institutions of higher education and government agencies. This group coordinates professional training and targeted outreach to serve the unique, long-term needs of individuals who have brain injuries. At the end of FY 2007, 73 individuals were taking part in programs and services and 20 individuals are employed with the assistance of job coaches.

After taking part in programs at the Workforce & Technology Center (WTC), 743 individuals went to work. The WTC served 1,001 transitioning youths with specialized residential and day programs designed to help high school students with disabilities reach their work and independent living goals.

DORS and the Department of Health & Mental Hygiene, Mental Hygiene Administration continued expansion of an evidence-based treatment and rehabilitation model that combines employment and recovery services for individuals with chronic mental illness. The model has

received national attention. Mental health treatment teams and vocational rehabilitation specialists begin to help individuals find and keep a job as soon as they express an interest in doing so. With these pro-active and timely supports, many individuals have worked their way toward a newfound independence.

DORS collaborates with several organizations and agencies to support the weeklong Maryland Youth Leadership Forum (MD-YLF), which takes place each summer at Bowie State University. The mission of the MD-YLF is to identify and support promising high school students with disabilities. Students are selected based on leadership potential, academic success, and school and community involvement.

Below: The Maryland DDS identified a group of DDS claims examiners who specialize in reviewing and adjudicating disability claims filed by active duty military personnel, many of whom have served in Iraq and are currently receiving treatment for injuries at Maryland military hospitals.

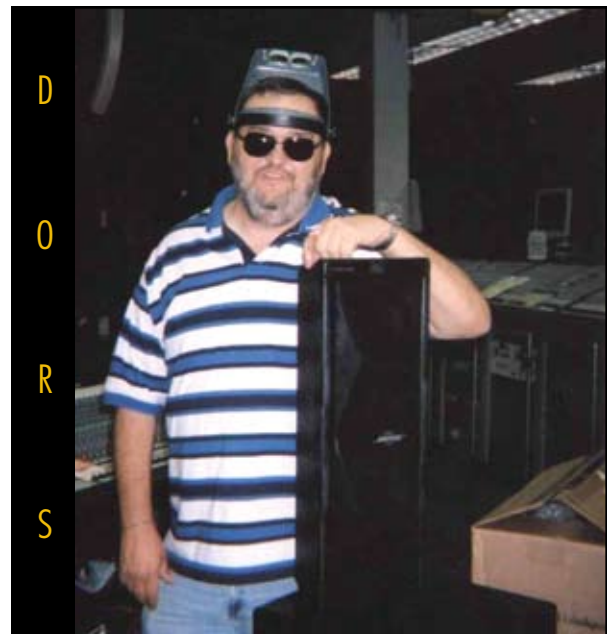
These applicants for Social Security disability benefits often have voluminous medical records and may move back to their home states before the claim review is complete. "We set up a process to meet the unique needs of service men and women," says Mary Weller (left) the unit supervisor. The DDS works in collaboration with the Wheaton Social Security office and the Veterans Administration on this project.





James Spraitz, a Brandywine resident who once owned his own carpet installation company, experienced a serious motorcycle accident. After recovery from the loss of his right arm and a head injury, he set out to build another business venture in which he could succeed despite his disability. With guidance from DORS and counselor Amy Blandford (right), James now owns "Squirt-M-All," a residential and commercial power washing company.

Dale Cross was two months away from retirement as a Safeway food clerk when, almost overnight, he lost his vision from complications of diabetes. Dale, who had once operated a local part-time DJ service, faced the prospect of permanent retirement. However, with the help of DORS, "Out of Sight DJ Service" is ready to start the music at southern Maryland events and parties.



Martin O'Malley

Governor

Dunbar Brooks

President

Maryland State Board of Education

Nancy S. Grasmick

State Superintendent of Schools

Robert A. Burns

Assistant State Superintendent in Rehabilitation Services

**Maryland State Department of Education
Division of Rehabilitation Services**

Phone: 410-554-9442

Toll-free: 1-888-554-0334

TTY: 410-554-9411

dors@dors.state.md.us

This publication is available in alternate format.

NOTICE OF NON-DISCRIMINATION

The Division of Rehabilitation Services does not discriminate on the basis of race, color, sex, age, national origin, religion or disability in matters affecting employment or in providing access to programs. DORS is a state agency that operates in accordance with the federal Rehabilitation Act.



At each quarterly meeting of the Maryland State Rehabilitation Council (MSRC), Chairperson Larry Abramson (left) presented appreciation awards to DORS counselors who exemplified exceptional service. In May, Derick Serra (second left) and Lou Smith (second right) of the Office for Blindness and Vision Services were the recipients. They were joined by Kali Malik, incoming MSRC Vice-Chairperson. To learn more about how the MSRC advocates for individuals with disabilities, see the 2007 MSRC Annual Report at [www.dors.state.md.us/DORS/SRC/MSRC Annual](http://www.dors.state.md.us/DORS/SRC/MSRC%20Annual).