

COVER: DORS—Celebrating 75 years of Public Service

Maryland Division of Rehabilitation Services

Vision, Mission, and Charge

Vision

Our shared vision is that the State of Maryland is the best place in our nation for persons with disabilities to live, work, and raise a family. Individuals with disabilities are welcomed, fully included and actively participate in all Maryland communities.

Mission

The mission of the Division of Rehabilitation Services is to provide leadership and support in promoting the employment, economic self-sufficiency, and independence of individuals with disabilities.

Charge

Our charge is to maintain and enhance opportunities for individuals with disabilities by:

- Promoting employment and independent living through the administration and development of the State's rehabilitation services program
- Maximizing independence and self-sufficiency through the administration and development of the State's disability determination services program
- Promoting empowerment and inclusion in all of Maryland's communities
- Building collaborative relationships with public agencies, private organizations, employers, and community groups
- Fostering a skilled workforce that reflects the diversity of Maryland's communities and the people we serve

Celebrating 75 Years of Public Service

"DORS is probably the single agency in the state that continues to provide services necessary to restore individuals with disabilities to their true potential."—Myron Wotring. Mr. Wotring began his DORS career in 1960 as a VR counselor and retired in 1981 as Region 6 Director.

"The single most proud moment came . . . when you took a new vendor to his or her first facility and, after completing the transfer process, handed them the keys and became their first customer."—Tom Mumey. Mr. Mumey worked as a business counselor for Maryland Business Enterprise Program for the Blind from 1973 to his retirement in 2001.

When DORS staff and retirees reflect on the influence DORS has had on Maryland citizens with disabilities, they talk about an agency that is--above many things--unique.

They describe a place that has allowed people with disabilities to make decisions about their employment goals. They recall colleagues with unwavering belief in the value of every person. They take pride in their association with a state agency that helps people grow and learn at an individualized pace, with the guidance of trained and committed counselors and support staff.

Throughout 2004, DORS staff and retirees will gather at regional 75th anniversary celebrations. Most likely, they will pore over long-forgotten photos and documents and reminisce about particularly inspiring colleagues and consumers.

Undoubtedly, they will also look to the future. DORS has helped people with disabilities join the workforce for the last 75 years. It will continue to be an agency that people can count on for many years to come.

DORS kicked off its yearlong 75th Anniversary celebration during the Division of Rehabilitation Services/Maryland Rehabilitation Association training conference in November 2003. Several weeks later, 200 staff and 25 retirees gathered at the Workforce & Technology Center for a holiday celebration and reunion.

PHOTO

An appreciative audience at 75th Anniversary kick-off

PHOTO

Retired Personnel Administrator Lowell Dykes with current Personnel Administrator Linda Watts

PHOTO

Mark Stancil (l) retired Maryland Rehabilitation Center director, with his wife, Joan (center) and Marion Heil, retired Personnel Director, Human Resources Management Branch

PHOTO

Three retired DORS counselors (l to r) Jerilyn Fowler, Lois Berry and Jim Fitzsimmons

PHOTO

Three DDS directors: (seated) Myrtie Adkins, Joe Onder (l) and current director, Kathi Thompson

PHOTO

Retired Maryland Business Enterprise Program for the Blind business counselors Norma Rentz and Tom Mumey

January 2004

The Honorable Robert L. Ehrlich, Jr.
Governor of the State of Maryland
State House
Annapolis, Maryland 21401

Dear Governor Ehrlich:

It is my pleasure to present you with the Annual Report for federal fiscal year 2003 for the Maryland State Department of Education, Division of Rehabilitation Services (DORS). The DORS mission is to promote the employment, economic self-sufficiency, and independence of Marylanders with disabilities.

The Division of Rehabilitation Services is an important presence and resource in Maryland communities. This past year nearly 2,900 people with disabilities went to work after participating in DORS vocational programs. The DORS disability determination unit adjudicated over 58,000 claims for Social Security disability benefits. Over 1,400 persons with the most significant disabilities received independent living services assuring inclusion and access to Maryland communities.

Fiscal year 2003 was a particularly challenging year as employment opportunities lagged behind the economic recovery that is taking hold in Maryland. As the demand for services grew, DORS staff responded to the challenge by demonstrating their commitment to outstanding public service. Timely and accurate decisions for federal disability benefits were made for those individuals unable to work. At the same time, DORS provided guidance and counseling, career and technical training, assistive technology, and other specialized disability services that assured persons with disabilities greater employment and community participation.

We are proud of how persons with disabilities, the State Rehabilitation Council, DORS staff, our community providers, and employer partners all contribute to the quality and vitality of life throughout Maryland.

Sincerely,

Nancy S. Grasmick
State Superintendent of Schools

Director's Message

As we begin our 75th year of public service to Maryland's citizens with disabilities, we do so with both a distinguished history and, most importantly, a bright and unlimited future.

In 1929, R.C. Thompson, became the first director of Maryland's public vocational rehabilitation program. At the end of that first year, 79 people were participating in services. The following decades brought events that shaped public vocational

rehabilitation, as we know it today. Some of these--the Depression and several wars--were tumultuous. Others, such as the passage of the Americans with Disabilities Act, were triumphant. Throughout it all, this agency developed a reputation for quality, personalized services and an unwavering commitment to people with disabilities in Maryland.

This year, a staff of 700 continued this tradition. Of the thousands of people they served, 2895 achieved and maintained employment as defined by federal law. An additional 1573 were working at the close of the program year. The DDS made decisions about 58,382 Social Security disability claims.

Throughout 2004, DORS will join with our partners, friends & colleagues to celebrate these 75 years of public service. Now, and in the coming years, we will uphold cherished traditions while changing to meet the needs of today's and tomorrow's consumers.

During our celebrations, we recognize the tremendous contributions of employees who have served the Division throughout the years. We also remember our partnership with numerous community organizations that has been, and will continue to be, the cornerstone of public rehabilitation services in Maryland. We are grateful for the ongoing support of the Maryland State Board of Education. Finally, we salute the important leadership and collaboration of the Maryland State Rehabilitation Council during the past 10 years.

Thank-you to our consumers, our staff, our community providers, and our employer partners for helping us to build a remarkable state agency.

Robert A. Burns
Assistant State Superintendent
In Rehabilitation Services

At Your Service--DORS Staff

DORS operates three businesses: the public vocational rehabilitation program, the Workforce and Technology Center and the Disability Determination Services. For 75 years (and counting!) DORS staff has carried on a tradition of public service that has earned the respect of consumers and families, legislators, and service providers.

PHOTO

Abby O'Neill, Tonya Stellar and Claudette Pridgen, Rehabilitation Counselors, DORS Glen Burnie

PHOTO

Martha Brunson, Roslyn Thomas, and JoAnne Black, DORS Baltimore City

PHOTO

J.D. Hayes, Penny Sykes, and Millie Gray, Rehabilitation Counselors, DORS Baltimore City

PHOTO

Jeff Wyatt, Unit Supervisor, DORS Baltimore City

PHOTO

Tom Rothrock (l), Teacher for the Blind; Jim Wilhide, Unit Supervisor, DORS Hagerstown

PHOTO

Gloria Ojukwu and Sarah Davis, Claims Examiners, and Betty Dickson, Fiscal Accounts Clerk, DDS

PHOTO

Cheryl Wolfe, Administrative Support, DDS

PHOTO

Seated (l) Robin Sterner Administrative Support; Marcia Rohrer, Unit Supervisor. Standing (l to r) Sharon Plump, Rehabilitation Counselor; Joan Taylor, Administrative Support; Allen Sullivan, Rehabilitation Counselor, DORS Westminster

PHOTO

Norma Bailey, Gale Nicholson, Administrative Support, DDS

PHOTO

Laura Smith, Interpreter and Sandy Digennaro, Administrative Support, WTC.

PHOTO

DORS Cambridge and Salisbury staff

PHOTO

Karen Duehring, Rehabilitation Counselor; Tyrone Allen, Agency Buyer and Steven Downs, Rehabilitation Counselor, DORS Towson regional and local offices

PHOTO

Bob Burns, DORS Director

PHOTO

Jim Evans, Supervisor, and Charles Somuyiwa, Case Manager, WTC case management services

PHOTO

Standing left to right) Carolyn Everly, Richard Fellin, Jane Owens, and Rosemary Lareau. Seated, l to r are: Melissa James, Terese Parr and Patty Reichart

PHOTO

WTC Cosmetology Instructor Lee Rinehart with Jennifer Walser

DORS Public Vocational Rehabilitation Program

In February, 1929 a new state law established the Maryland Division of Vocational Rehabilitation, and placed it under the direction of the State Board of Education.

When signing the bill, Governor Albert C. Ritchie predicted, "This Act could cost the state \$100,000 a year some day." Governor Ritchie seemed to know that the need for such a service was great and would continue to grow. Indeed, today's vocational rehabilitation budget exceeds \$92 million.

Over the years, the Division has touched countless lives. In many important ways, practices developed in those early days of rehabilitation have become time-honored traditions. These include expert vocational guidance, meaningful programs and services and personalized follow-up.

Today, the vocational rehabilitation program continues to evolve to meet the needs of people with disabilities who want to work or remain on the job. In addition to traditional service delivery, DORS is actively involved in specialized grant projects to move people with disabilities from public benefits to employment, to enhance literacy skills and to prepare students with disabilities for high-tech careers.

The public vocational rehabilitation program now operates in more than 20 field offices. People can also access DORS services through representatives in several multi-purpose government buildings and in most Maryland One-Stop Career Centers.

Systems Change Grant Now Impacting Service

Ceandra Scott remembers day one of her participation in "Coach Me Now," a systems change grant program administered by DORS that helps people with disabilities that get public benefits go to work. She saw DORS counselor Amy Blandford take her place in front of the audience and begin: "If you are not interested in working, you are in the wrong place." Ceandra says that Ms. Blandford struck her with the plainspoken approach.

By all accounts, though, Ceandra was interested.

She was ready to move beyond addiction and to take proper care of her rheumatoid arthritis. While working for political consultants and campaigns, she had developed many skills. However, years out of the mainstream had left her with barriers to new employment. Although determined to start a new life, she had financial, housing, childcare and transportation issues.

"Amy discussed each of the problems with me. She was a coach. I never had anyone talk with me about all of it at the same time," says Ceandra. The Coach Me Now program is designed for just such collaboration between consumers and among service providers such as the Department of Social Services. Slowly, she chipped away at the barriers with a combination of professional advice and self-determination.

She had come to the program with a well-developed resume and soon spotted an ad for a management analyst at BearingPoint, a global consulting company. BearingPoint managers were impressed with her skills and her determination. They were willing to make some accommodations with flexible scheduling and a modified chair to insure

success.

Her life has changed: "I'm going on vacation this year. For the first time, I am living on my own. I'm used to being broke, but no more!" However, the most important things, she says, are harder to measure. "The thing that stands out is the restoration of my confidence."

Region 1 Forms Groundbreaking Federal Partnership

PHOTO

Everyone is expected to win in a federal-state partnership between DORS Region 1 and the US Department of Agriculture's Farm Service Agency. The USDA Farm Service agency has involved DORS consumers in educational programs about federal employment, informational and mock interviews, mentoring, field trips and unpaid work experience. USDA officials sponsored a introductory program in Fall, 2002 for 18 DORS consumers. Contributors included (l to r) Robert Grant, Vince Encinias (USDA), Roger Deason, Carol Haig (DORS) and Cleatus Robinson, Deborah Eyer (USDA). The Maryland Rehabilitation Association honored the Farm Service Agency with its annual Organizational Award in November, 2003.

DORS Steps in to Assist Displaced Black & Decker Workers with Disabilities

PHOTO

DORS counselors Bob Brannock and Melissa Pemberton (Easton and Salisbury) built a long-time partnership with Black & Decker in Easton. So when the company shuttered its plant last December, the workforce included many workers with physical and cognitive disabilities as well as many who are deaf and hard-of-hearing.

Months before production stopped, DORS, the Upper Shore Workforce Investment Board, the Talbot County Chamber of Commerce, and Black & Decker provided special assistance to over 25 dislocated workers with disabilities.

Some services were delivered in the Board's new satellite- powered mobile training center. Pictured inside are: (l) Harvey Davis, then-DORS Region 4 Director; Melissa Mackey, Upper Shore Workforce Investment Board and Jack Smith, DORS/BLN.

Supported Business Enterprises Call On Imagination, Teamwork

PHOTO

Randi Pennenburg, along with her father and a family friend, opened Randi's Catering, one of the first supported business enterprises.

At many neighborhood athletic events, drink and snack vendors are hard to come by. Joel Pennenburg and some friends apparently thought so, but Mr. Pennenburg also saw a business opportunity for his daughter Randi. Within months of his brainstorm, Randi's

Catering became one of the state's first supported business enterprises. Supported business enterprises help people with developmental disabilities to become self-employed.

Randi's Catering sells hot dogs, snacks, ice cream and snow cones at Howard County happenings, including sports tournaments, county events, and business openings. Randi's DORS Counselor, John Stem (Ellicott City) and the Division's Reach Independence Through Self-Employment (RISE) program, directed by Morris Tranen, supported her throughout the rehabilitation process.

Randi's Catering is typical of the kind of supported business that brings success—a well thought out business plan, a marketable product or concept and strong family or business partner support. Ms. Pennenburg operates the cart, but several business partners--including her father, the Howard County ARC and a family friend who operates a sports management business--oversee business operations such as marketing, purchasing and planning.

2nd Annual State Conference Guides Individuals with Disabilities toward Self-Employment

Close to 20 businesses—all operated by entrepreneurs with disabilities—filled the exhibit hall at the Holiday Inn Holidome and Conference Center (Frederick) during "Make It Your Business," the 2nd annual self-employment conference for people with disabilities, held in October, 2003. DORS' Reach Independence through Self-Employment (RISE) Program provides guidance and support services to aspiring entrepreneurs with disabilities.

Potential and current business owners, advocates, families and counseling professionals attended workshops, networking sessions and lectures to get the knowledge and support needed for self-employment and success. Participating owners demonstrated their successful products and services, and provided advice and inspiration.

PHOTO

DORS Frederick field office staff volunteered to help host "Make It Your Business." The staff includes (l to r) Karen Younkens, Chris Sweigert, Stephen Roy, Tom Micale. Elona Novitski (not pictured) also helped.

PHOTO

Terese Reamer (l) DORS Ellicott City confers with business owner Trinetta Chase.

PHOTO

Morris Tranen, director of the RISE Program leads the audience during the 2nd annual conference. He plans to hold self-employment conferences in various areas of the state in the coming years.

Ticket to Work: New Working Relationships for DORS and Community Partners

The Ticket to Work program became operational in November, 2003 in Maryland. Ticket to

Work is a Social Security Administration (SSA) program that helps people who receive Social Security disability benefits return to work. The Ticket program helps people who are interested in working get in touch with employment networks (ENs) that offer employment and other support services. These services could include career assessment services, academic remediation, transportation, job training and placement. Ticket holders decide what services are best for them. The program fosters financial independence, career skill development and consumer choice.

PHOTO

Aretha Canterbury thinks many people who receive disability benefits should consider going to work.

Aretha Canterbury got a head start on the Ticket to Work program, taking on a full-time job in July 2002. She says employment has brought financial independence, goals and many new friends into her life.

She says it was an easy decision: "I went to work so I can get the things I want!"

Not that material items are the only reason she chooses to work. She is now a Social Security employee (instead of beneficiary) and says she works in a satisfying job, gets health care coverage, sick and annual leave, and has made many new friends.

Since becoming employed, Ms. Canterbury's monthly income has doubled and she plans to keep her eyes open for future career opportunities at SSA. In 10 years, she plans to be still working and to be a homeowner. However, if she becomes unable to work due to medical reasons, she knows that she can return to benefits.

Of course, Ms. Canterbury admits that she also doesn't mind the bragging rights that come with a steady job—of all her siblings, she makes the best salary. "It's nice to have my mother proud of me," she smiles.

Success Stories

DORS Intern and Farm Service Agency a Good Fit

PHOTO

Elaine Dykes (l) is one of several people who is obtaining valuable work experiences through the partnership between the US Department of Agriculture and DORS. Her supervisor, Amelia Farrell is pleased with her work as well. Ms. Dykes' field counselor is Anne Wheeley (DORS Prince Frederick.) Ms. Dyke hopes that the internship will result in a paying job.

Diane Wooten—Rehabilitation and a Smile

PHOTO

Katie Perry, DORS Camp Springs, thinks that Diane Whooten's success will continue to grow.

Diane Whooten began working as Melwood's receptionist in October and says she has been smiling ever since.

She worked as an elementary school teacher until she experienced a stroke 8 years ago. After several years of rehabilitation, she wanted to return to the workforce. After referral, she began to work with Katie Perry in DORS Camp Springs field office.

She's now the first face that the public is likely to see when visiting Melwood. She thinks people with disabilities should not stay home and feel sorry for themselves. She couldn't wait to become employed again, after several years of receiving SSI benefits. 'You can turn to DORS,' she says. "DORS helps you succeed."

Lynne Creditt Gives Back

PHOTO

Baltimore City DORS Counselor Becky Guthrie (l) with Lynne Creditt, Park West Medical Center's Outreach Coordinator.

Lynne Creditt remembers walking through the door at the Park West Medical Center years ago, looking for healing and hope after the effects of drug abuse and HIV had taken a toll. Now, as the Center's Outreach Coordinator, she quickly recognizes those who might need some of the same inspiration. She says, "They can look at me and say 'I can do this.'"

After participating in DORS programs and caring for her health, she now works to help others renew their lives. These days, she has a professional job, collects a good salary and benefits, drives a company vehicle, attends leadership training courses and plans well-deserved vacations. She is quick to point out, though, "It's not about money, it's about making a difference."

Sarah Burtman, One of Dorchester County's Youngest Most Beautiful People

No one was surprised when Dorchester County selected Sara Burtman for 2003's Most Beautiful People Award. She was a familiar face to many in the county through her volunteer work at Sailwinds Park (a county event venue), at the local YMCA Child Care Center, and at many local festivals and events.

Later, no one was surprised when Sara took the skills that she developed through her volunteer activities and qualified for her first full-time job since graduating from high school.

Sara began working as a uniform room operator at the Hyatt Regency Chesapeake Bay Resort, a 400-room luxury hotel and conference facility located on the Choptank River in Cambridge. She issues clean uniforms and receives dirty ones, handles guest laundry and keeps the uniform room humming.

Most likely due to her extensive volunteer activities, Sara knows that pitching in where needed makes her a successful and valuable employee. In addition to her everyday duties, she makes beds, cleans floors and tidies rooms.

Jeff Dail, her DORS counselor, has worked with Sara since 1999. He thinks that years of volunteer work helped Sara to prepare for work and were as effective as the more traditional "work adjustment training" that many students require after high school.

"Sara was persistent, determined and motivated to improve her qualifications to work, says Jeff. "But, as noted in her Maryland's Most Beautiful People recognition, her preparation for working served her community as well."

PHOTO

Sarah Burtman's DORS counselor, Jeff Dail (l) says she has great co-workers at the Hyatt Regency Chesapeake Bay Bay Resort. Sarah (l) is pictured with Chuck Vogel, Assistant Executive Housekeeper.

Disability Determination Services

In 1954, the Disability Determination Service (DDS) became a part of Maryland's public vocational rehabilitation program under an agreement with the Social Security Administration. Despite subsequent changes in laws and regulations, DDS has always performed the same basic, but important, function—to decide if Maryland citizens who file for Social Security disability benefits meet the definition of disability. If so, they may collect Social Security Disability Insurance (SSDI) benefits and/or Supplemental Security Income (SSI).

In those early years, the DDS operated with 2 counselors and a part-time medical advisor. The program has grown consistently through the years. In 1974, the program boomed with the passage of new SSI legislation. Today, the DDS includes a staff of over 200 disability examiners, administrative support personnel, physicians, psychologists and specialized administrators.

From an agency whose work volume has always been measured in case folders, the DDS today operates from a modern office building in Timonium, and is moving quickly toward completely electronic claims processing. The DDS's primary goal has been, and continues to be, quality and timely decisions for people with disabilities who need to plan for the future.

PHOTO

Paula Baronowski (l), Administrative Support, Hearings Office with volunteers Giulia Motta (seated) and Kevin Miller

PHOTO

Psychiatrist and psychologist staff

PHOTO

Cheryl Hann, Judy Johnston, Quality Assurance Specialists

PHOTO

Melissa Serra, Claims Examiner

PHOTO

(l to r): Sabreen Delain, Stella Basinger, Ebony Harris, Kathleen McNelly, Renee Stewart, Administrative Support

PHOTO

Chris Sergeant and Melape Korto, Mailroom

PHOTO

Kathi Thompson, DDS Director and Brian Beckner, student volunteer

DDS Maintains the Edge with In-Depth Training

PHOTO

DDS's training class from 2003 (l to r): Angela Barnes, Lanai Byg, Susan Richards, Jeff Ashton, Jill Michels

New examiners at the Disability Determination Services (DDS) take part in a fifteen-week

training program to prepare to make timely and accurate decisions on claims filed by Maryland citizens for Social Security disability benefits.

Training has always been a DDS cornerstone. Over the years, enhancements have moved the course from the equivalent of six college credits to twelve.

Training incorporates multimedia presentations with lectures. Senior examiners, administrative staff, medical staff and guest speakers provide lectures that cover medical systems overviews, case management techniques, legal aspects of the Social Security program and computer applications.

"Being a DDS examiner is a challenging, but rewarding job for people who like to analyze medical and legal information, interact with the public on the phone and continually learn new things," says Kathi Thompson, DDS's director. "The DDS training staff and DDS co-workers will make sure that our new examiners are knowledgeable, comfortable and ready to begin a new career!"

DDS Staff Welcomes Consulting Doctors

PHOTO

DDS staff helped plan and organize a breakfast & information session for some of the community physicians who perform consultative examinations for the agency. Pictured at the event are: Dale Stancil, Division I Program Manager; Richard Carpenter, Chief Hearings Officer; Jolene Rodriquez-Graf and Paul Scott, Claims Examiners.

The Workforce & Technology Center (WTC)

Since 1973, thousands of people have taken part in career assessment services, vocational training, specialized medical services, job preparation and placement at the Workforce and Technology Center. The Center prepares people to be competitive in the business world, while delivering personalized services that allow learning in a supportive atmosphere.

Over the years, the WTC has continually evolved. Specialized grant programs have targeted underserved populations such as those with MS and spinal cord injuries. In 1992, the Center opened a new wing to support an expanded Rehabilitation Technology Services (RTS) program and a Community Living Skills Training (CLST) program. Specialized services for people who are deaf/hard of hearing or blind and visually impaired have grown. Today, the center continues to attract people from all over Maryland who want to want to become competitively employed or stay independent in their homes and communities.

This past year, WTC greatly enhanced its emphasis on internships. Eighteen consumers participated in the Governor's QUEST Program, designed to match interns with disabilities to experiences in state government. Of these, 5 were hired at the internship site and 6 were employed elsewhere. The Center also expanded the number of students participating in internships following the completion of their WTC training.

WTC Earns CARF Accreditation with Distinction

PHOTO of WTC training

PHOTO of Dwight Lofton and Dr. Maya Desai

PHOTO of WTC Training

The Workforce & Technology Center received rave reviews and a three-year accreditation from the Commission on the Accreditation of Rehabilitation Facilities (CARF)

The process culminates in a two-day onsite examination of leadership, service delivery, safety, staff development and accessibility. In the end, reviewers awarded CARF accreditation and had no recommendations for improvement. Only 3% of the country's facilities have undergone this review without resulting recommendations.

CARF recognized the strengths that have made WTC an outstanding place for years. These include:

- Average consumer satisfaction of 3.8 out of a possible 4.0
- A staff with an average of 22 years of employment and a retention rate that exceeds 83%.
- Person-centered management
- Employer advisory committees that ensure training programs match industry needs
- A leadership role in setting career assessment standards that are now a nationwide model
- An exemplary model of the spirit of cooperation and appreciation of the rehabilitation process

- Rehabilitation technology that allows people who have not been employable several years ago to enter the workforce or remain independent in their homes.

Absolute Quality, Inc. Finds Quality in WTC Grads

PHOTO

Joel Dubin (l) found a new and rewarding career after completing A+ and Net + training at WTC. His supervisor, Dave Afdahl has high praise for Mr. Dubin and the WTC programs. Dubin says, "WTC is so much more than a training center." Matt Jackson, now a supervisor in DORS Towson field office, was Mr. Dubin's counselor.

Executives at Absolute Quality, Inc., a Hunt Valley computer support company, say that they have found a solution for locating quality employees through the A+ and Net+ training programs offered at the Workforce & Technology Center in collaboration with the Community College of Baltimore, Catonsville.

Dave Afdahl of Absolute Quality said that many graduates of other A+ and Net+ training programs have surface knowledge but that the graduates of the WTC and the Community College of Baltimore Catonsville demonstrate a better understanding of the equipment and software. He said: "The graduates of this program truly understand what they need to know." Afdahl added that he saves money by not having to advertise and because of the high quality pool of candidates to interview.

He singled out Joel Dubin, a recent WTC graduate, as an outstanding example of what his company is seeking in an employee. Mr. Afdahl said that Mr. Dubin has an impeccable work ethic and goes beyond what is expected. Afdahl noted that Dubin has been the top seller for the past two quarters in upgraded support services.

Joshua Smith Follows His Passion for Cars

PHOTO

Joshua Smith's transition from high school to the work world has included the support of an innovative program at Carroll Community College, as well as DORS and WTC.

When Joshua Smith visited the Workforce & Technology Center (WTC) three years ago with his South Carroll High School class, he toured the Auto Tech program and realized he wanted to work around cars. After graduation, he worked with Anne Budney (Westminster DORS) to develop an employment plan. This included a Career Assessment at WTC.

Mr. Smith's passion for cars was very evident when to John Skleres, WTC Auto Mechanics and Detailing instructor. Mr. Skleres championed Joshua's admission to the Auto Detailing program.

Mr. Skleres said, "He tries hard. He has tenacity when it comes to doing a job. He thrives on the compliments that he frequently receives from customers. In fact, we have customers who request that he work on their cars."

As for his passion about cars, Joshua said, "It is great to be requested. My confidence is

very high when I work on cars because this is what I want to do. I look forward to going out to work after I graduate from here."

Patrick W. McKenna Lobby Dedication at WTC--October 28, 2003

Friends and colleagues gathered to dedicate the Patrick W. McKenna Lobby in the Workforce & Technology Center. The WTC entrance has taken on new life, courtesy of the Friends of WTC who provided new furniture, plants and a special display case that commemorates the career of a remarkable leader in vocational rehabilitation and a friend to all.

PHOTO

Ed Springer (2nd from right), Patrick McKenna's long-time friend, congratulated the first three Patrick W. McKenna interns: (l to r) Laserian Aririele, Deborah Thompson and Annie Green.

PHOTO

The current WTC Director, Sue Schaffer, with the first MRC Director, Mark Stancil.

PHOTO

JoAnn Iglehart, retired Region 5 Director and President of the Friends of WTC, credits Charlie Duckworth with constructing the display case that contains the tributes to Pat McKenna

WTC Expertise Beams Across the Country

PHOTO

From l to r: DORS WTC staff Jim Corey, Taylor McConnaughay, Carol Lewis, Marcy Roberts, and Susan Levi

Staff from the country's nine comprehensive rehabilitation programs recently attended in-service training at the Workforce & Technology Center without needing to leave the comfort of their offices.

WTC staff Susan Levi, Taylor McConnaughay and Carol Lewis presented "Assistive Technology for Individuals with Visual Impairments" via a video conference based at WTC. Conference participants from around the country watched while the trio demonstrated technologies and products designed for people with low vision. The program concluded with a video clip that featured Harry Brim, a successful WTC rehabilitation technology services alumnus who now works at Verizon.

The project stems from a grant that explores how rehabilitation facilities in outlying areas can benefit from computer and communication technologies. WTC is a training site and currently houses equipment that brings the technology to life. CERMUSA (Center of Excellence for Remote & Medically Under-served Areas), a partnership between Saint Francis College and OAO Technology Solutions, Inc., manages the projects.

"Comprehensive rehabilitation facilities like WTC become even stronger when we pool our expertise," says Sue Schaffer, WTC's director. "One of WTC's strengths is our rehabilitation technology staff and we are happy to share their knowledge with colleagues."

WTC Students Join in Disability Mentoring Day

Students from WTC's vocational training programs took part in Disability Mentoring Day at the State Office Building on Preston St. Disability Mentoring Day was established in 1999 and provides career development for students and job seekers with disabilities through one-on-one job shadowing, group visits to public and private employers, and hands-on career exploration. It is held in October in conjunction with National Disability Employment Awareness Month.

PHOTO

Many state employees took time from their day to give tours and behind-the scenes career information, including Mark Piasecki (c) of the Department of Assessments & Taxation with Dianne Miller (r) and Mohammed Abdul-Hassib (l).

PHOTO

(Maryland Department of Budget and Management, Office of Personnel Services & Benefits) and Helen Coupe (WTC Placement) organized Disability Mentoring Day at the state office building.

PHOTO

Lorraine Fedder, CADD instructor at WTC (l), brought her class to find out more about state career opportunities in computer-assisted drafting.

PROGRAM HIGHLIGHTS

PHOTO

DORS staff from WTC, some field offices and central office spent many hours preparing to train colleagues in the AWARE case management system. AWARE gives DORS staff the ability to manage caseloads, pay bills and develop reports in much less time. Training began in January to widely positive reviews. Expert trainers included (l to r) Lynn Paplauskas (Towson), Hilary Broder (Dundalk), Joe Biskey (Wheaton), Natalie Mitchell (then Camp Springs, current Landover), John Stem (Ellicott City), Adele Connolly (Baltimore City), Jeff Dail (Cambridge), Tandra Hunter-Payne (then Annapolis, now WTC)), Joanne Black (Baltimore City), and Melissa Pemberton (then Salisbury, current DORS Central Office).

Office of the Special Assistant to the Director

The Special Assistant serves on the Division's senior leadership team and has lead responsibility for policy development; management and coordination of the State Rehabilitation Council; development and coordination of the statewide network of community based independent living centers; program development activities; design and management of the intranet (InDORS) and information distribution system; oversight of policy aspects of the *AWARE* case management system; and support of the Assistant State superintendent in special initiatives.

FY 2003 Highlights:

- Coordinated development of policy and casework letters and forms and provided staff training to support implementation of the *AWARE* case management system
- Coordinated policy development related to Assistive Technology and Supported Business Enterprise, self-employment for individuals with developmental disabilities
- Lead writer for US Department of Labor High School High Tech development grant and US Department of Education Literacy Grant that were awarded to the Division
- Coordinated policy development related to SSA's Ticket to Work
- Managed and coordinated activities of the State Rehabilitation Council
- Monitored and provided technical assistance to the Maryland Statewide Independent Living Council and four Centers for Independent Living
- Coordinated the design and implementation of the Workforce & Technology Center and the *AWARE* sites on InDORS

PHOTO

DDS staff members Stella Basinger and Caryl Whiten-Brown, participated on the DORS/MRA Conference Awards committee in 2003.

Disability Determination Services FY 2003 Highlights:

- Established an internship program with the WTC Job Placement office and expanded transitioning youth work-study opportunities
- Participated in an e-forms pilot for medical staff and electronic medical evidence of record
- Automated the Case Processing System to track folder movement by using a bar code reader and tracking function. This allowed the agency to automate the annual physical case inventory, provide reports of cases assigned to medical consultants, and log and track bulk folder transfers to individuals or units saving much staff time
- Medical consultant staff piloted an electronic version of medical forms by using keyboarding and voice activated software and recommended changes for a national roll out
- Improved services to claimants requiring interpreters. The DDS provided interpreter services during consultative examinations and hearings to 137 people in 15 foreign languages and to 70 people in American Sign Language.
- Developed a triage procedure to expedite critical claims
- Saved program dollars and made more accurate and defensible medical decisions on cardiac claims by use of specialized echocardiograms. Reported findings to SSA for incorporation into policy revisions
- Added 75 consultative examination providers to the DDS medical, psychiatric, and allied health panel to improve timely service to claimants statewide
- Expanded office space by 8,000 square feet and added 19 new positions

Office of Field Services FY 2003 Highlights

- 2895 individuals went to work after participating in programs and services. The success rate (the number of successful outcomes divided by the number of successful outcomes plus the number of unsuccessful outcomes) is 74%.
- 99.8% of all competitive jobs involved individuals with significant disabilities.
- 9,868 individuals applied for services from the VR program
- 22,514 individuals received vocational rehabilitation services; DORS staff approved

4,244 Individualized Plans for Employment.

- 413 individuals achieved employment through supported employment services program.
- 404 transitioning students achieved a successful employment outcome
- 419 individuals served by the Division achieved their independent living goals
- A Maryland study shows that 86% of individuals who went to work during FY 2003 because of VR services were still working after 12 months:
 - 77% credited DORS with employment and retention
 - 64.5% worked for the same employer for the 12 months they remained in employment
 - The respondents earned an average of \$439.91 weekly at an average hourly rate of \$10.99.
- DORS surveys consumers regarding their satisfaction with programs and services. 2003 survey results include:
 - 92% were satisfied with their relationship with their rehabilitation specialist
 - 89% were satisfied with the informed choices they made
 - 90% were satisfied with their jobs
 - 87% were satisfied with their overall experience with DORS

Office of the Workforce & Technology Center FY 2003 Highlights

PHOTO

Dwight Lofton, Addictions Counselor and Dr. Maya Desai, Medical Director at WTC.

PHOTO

Students learn state-of-the-art skills at WTC.

PHOTO

Each year, many students prepare for office technology careers.

- Served 3477 individuals, surpassing the goal set by 18%
- The Rehabilitation Technology Services served 1,099 people for assessment and training, a service total greater than any of the previous 3 years.
- 1,432 individuals were served by WTC Career Assessment. Services with the highest frequency of use were Exploratory (451), Comprehensive (450) and Focused (344) assessments.
- 229 students were admitted to Career and Technology Training with the highest admissions to Automotive (35), Office Technology-Word Processing (32), Environmental Services (31), Food Service (28), and Computer

Technician A+ (27).

- The WTC average daily census was 386 with approximately half the students commuting to the Center each day.
- Maintained a consumer satisfaction rating of 3.7 out of 4.0
- Received the maximum 3-year Commission of Rehabilitation Facilities (CARF) accreditation

Office of Program and Community Support

The Office of Program and Community Support helps the agency achieve its mission with a wide variety of activities. These include serving on Governor's councils and statewide committees, conducting client satisfaction surveys, coordinating special projects, disseminating public information, serving as legislative liaison, and coordinating employee grievances and client appeal hearings.

Program Support Services

Program Support Services plans and conducts staff training, provides Division representation on the Statewide Independent Living Council, develops cooperative agreements and accreditation of community rehabilitation programs, conducts program evaluations and consumer satisfaction surveys.

Program Support Services FY 2003 Highlights:

Program Evaluation:

- Facilitated the implementation of Statewide Comprehensive Needs Assessment of persons with disabilities
- Coordinated and participated with RSA on special compliance reviews for VR and IL services
- Participated in Mental Health Advisory Council; State Independent Living Council and the Governor's Committee on Employment of Persons with Disability

Community Rehabilitation Programs:

- Facilitated consumer choice by linking The Community Resource Guide to the DORS website under "Disability Resources"
- Collaborated with members of the DORS Community Rehabilitation Program Advisory Committee to draft "Ticket-to-Work" cooperative agreements
- Participated in statewide Ticket-to-Work training
- Carried out ongoing accreditations of Community Rehabilitation Programs
- Awarded grant to unique CRP partnership to expand services to Deaf and Hard of Hearing individuals in Montgomery County
- Coordinated ongoing cross-trainings on Career Assessment Services (CAS)

Staff Development

- Coordinated statewide AWARE training, the Division's Web-based case management system
- Conducted the Division's 3rd Leadership Academy to develop staff's leadership skills for future leadership roles
- Oversaw the Division's Mentoring Program
- Coordinated participation of 166 employees in Continuing Education and training

Public Information & Planning

The Public Information & Planning Program assures public awareness of the programs, resources, and accomplishments of the Division. It produces the agency annual report, brochures, Web site content and InDORS Now, the agency's electronic news site. Staff conducts media outreach and photography for special events. Program staff also facilitates internal planning, develops the State Plan for vocational rehabilitation, and coordinates public meetings with the State Rehabilitation Council.

Public Information FY 2003 Highlights:

- Collaborated with the State Rehabilitation Council to conduct 5 public meetings at various Maryland locations
- Developed public information materials for Ticket-to-Work implementation
- Expanded digital photography of DORS staff and events for current public information purposes as well as to document agency history for the future
- Supported the State Rehabilitation Council's public information and its legislative event
- Expanded and updated DORS electronic and printed public information
- Staff planned and facilitated the DORS/MRA Awards Presentation

Volunteer Services

Many volunteers donate time in DORS Administrative Offices, DDS, WTC and field offices. They perform office support (such as telephone reception, filing, mailings), read and tape written materials for non-readers, assist staff and consumers with visual and hearing disabilities. They also help instructors and evaluators with paper work and assist with orientation of new consumers. By providing these services, volunteers allow the expansion and enhancement of services to consumers. In addition, volunteers at the Workforce and Technology Center operate the Gift shop, the Nearly New shop and help with the library and garden areas.

Volunteer Services FY 2003 Highlights:

- Worked closely with interns and students of Morgan University, Towson University, Coppin State College, Bowie State College, the University of Maryland, the University of Maryland Eastern Shore and the Governor's *QUEST* Internship Program for Persons with Disabilities.
- Other organizations involved with volunteer activities include: the American

Legion and Auxiliary; United Way of Central Maryland; Offices on Aging and Experience Works in Baltimore City and in Baltimore, Prince George's, St. Mary's, Montgomery and Cecil Counties; the Department of Social Services and Work Experience Program in Baltimore City, Charles and Calvert Counties; the Baltimore City Youth Works; the Baltimore County Transitioning Students Work Study Program; the University of Maryland Medical Systems; Baltimore Community College At Catonsville; the Community College of Baltimore City and the Abilities Network.

- Volunteers contributed 25,676.5 hours, with an estimated worth of \$424,689.31 using the Independent Sector's value of volunteer time at \$16.54 per hour
- Supported the DORS/MRA conference as site chair and co-chair of the silent auction
- Coordinated two agency blood drives
- Supported the Friends of WTC with the McKenna Lobby dedication and holiday bazaar
- Coordinated graduation speakers and tours of WTC

Feature Volunteer PHOTO

Volunteer Edith Sweigert with daughter Christine Sweigert

Although the staff in the DORS Frederick field office says that long-time volunteer Edith Sweigert is a mother figure to them, in reality she brings even more than that to the office.

After all, during her previous career as a director for the Washington County Department of Recreation & Parks, Mrs. Sweigert was highly recognized for expanding that county's parks and for her attention to the needs of park visitors with disabilities. She brings that same passion for government service to her volunteer duties.

"This country gave me a home," says the German-born Mrs. Sweigert. "This is my small way of paying back." She works one day a week in the office. She does a majority of the photocopying work in the office (the staff saves non-urgent jobs for her), handles the recycling bins and just about any other job that comes her way.

Just after retirement, Mrs. Sweigert said that she was looking for volunteer opportunities "before I finished writing my thank-you notes." Her daughter, Christine Sweigert, is a counselor in the DORS Frederick office, so the match was a natural.

These days, Frederick's office supervisor Karen Younkens says that Mrs. Sweigert brings a loyalty and sense of customer service to DORS. According to Ms. Sweigert, her volunteer duties free Frederick's office staff for direct consumer service.

Mrs. Sweigert has been a part of the lives of both consumers and staff during her 10 years of volunteer time. She looks out for them all. "This is a very special group of people," says Mrs. Sweigert.

Client Assistance Program

PHOTO

Beth Lash, Tom Laverty and Tracey Connell of the Client Assistance Program

The Client Assistance Program provides information and referral services regarding programs and services available under the Rehabilitation Act, as well as information about rights and responsibilities. CAP staff also provides intervention services such as advocacy, mediation, negotiation, and assistance with the appeals process. Legal services include coordination of legal consultation, advice, and representation at hearings.

Client Assistance Program FY 2003 Highlights:

- Assisted 649 individuals who consulted them during the year
- Provided 384 individuals with information and referral services and 265 individuals with intervention services
- Provided valuable insight and assistance in developing policies and procedures, forms and brochures and identifying systems issues
- Identified systemic issues in rehabilitation service delivery
- Served actively on the State Rehabilitation Council and on Council subcommittees, providing an advocacy perspective on public meetings, satisfaction surveys, and public information

Office of Business Support Services

The Office of Business Support Services provides essential, though sometimes "behind the scenes," services. This allows DORS administrative offices, over 20 statewide offices, the Disability Determination Services and the Workforce & Technology Center to keep their doors open for both employees and consumers.

Program Income Unit:

The Program Income Branch is responsible for seeking reimbursement for services provided by DORS from third party payees such as the Social Security Administration (SSA). The branch also recovers funds through cooperative agreements with other state, federal and county agencies. DORS then uses this income to provide service to current DORS consumers.

Program Income Unit FY 2003 Highlights:

- Total Program Income (all sources) was \$2,231,930.
- Social Security Reimbursement was \$2,000,563.

- Third party revenue was \$79,561
- Coordinated DORS implementation of Social Security's Ticket-to-Work program

Fiscal Operations Branch

The Fiscal Operations Branch assists all units within DORS in areas of budget, financial management, audits, and procurement. The Branch prepares, submits, and monitors the Division's annual budget, which was in excess of \$75 million dollars in state fiscal year 2003.

Fiscal Operations Branch FY 2003 Highlights:

- Monitored DORS expenditures to assure that they were maintained within the approved budget
- Implemented a new integrated bill payment system, as part of the DORS' new case management system
- Prepared federal financial reports, as required

Facilities Management Branch

This branch is responsible for lease management, fleet management, and property control for the entire Division, and for physical plant maintenance, security, telecommunications services, postal services, and food service at WTC/Central Office.

Facilities Management FY 2003 Highlights:

- Remodeled two field offices as part of the "Safe Office" initiative
- Began initiatives to move the Cambridge and Camp Springs field offices and to create a new Region 6 office
- Negotiated leases to establish a new Montgomery County field office
- Established a liaison with Verizon to develop an alternative pilot telecommunications system for the new Region 6
- Obtained funding for and coordinated asbestos abatement in the WTC recreation hall and cafeteria
- Obtained funding for updating elevators in WTC dorms
- Developed and implemented a check-out procedure for State property protection

Human Resources Branch

This Branch is responsible for managing DORS personnel needs.

Human Resource FY 2003 Highlights:

- Processed over 143 new hires, promotions, reclassifications, resignations, retirements and cost center changes
- Prepared and processed over 500 Personnel Transaction Forms to reflect the new budget changes because of cost center changes.
- Created new secured files in accordance with the HIPAA regulations, removed all health benefits information from each employee file to ensure confidentiality of medical information.

Management Information Services

The Management Information Services Branch provides computer services to the Field Services program, Workforce and Technology Center, field offices and the administrative offices. The branch assumes day-to-day lead responsibility for administration of the AWARE case management system, local and wide area network, microcomputers, printers and other peripherals associated with the system.

Management Information FY 2003 Highlights:

- Implemented AWARE, DORS' new case management system. AWARE is a web-based application that now provides the agency with an integrated system for both the field and the Workforce and Technology Center (WTC). AWARE allows "real time" entry and review of caseload data and invoice transactions. It replaced the existing data collection systems in March, 2003.
- Completed and submitted the Information Technology Master Plan and prepared the budget supporting the Information Technology Project Request
- Provided support for a Wide Area Network for DORS central office and all local offices
- Maintained the interface between the Case Services System and the FMIS R-Stars System
- Provided support for InDORS, the agency Intranet
- Maintained the standards of the Software Compliance Policy
- Maintained data at WTC and in the client services program
- Completed and submitted the Information Technology Project Request for budget year 2005

Maryland Business Enterprise Program for the Blind

Maryland Business Enterprise Program for the Blind (MDBEP) provides opportunities individuals who are legally blind to operate vending, gift or food services businesses in public and private facilities. This past year, 62 licensed managers operated 80 vending facilities, with annual sales in excess of \$22,062,000. These facilities also produced over \$775,000 in state sales taxes and employed more than 429 people.

The MDBEP is statewide in its scope, but the majority of facilities are located in Baltimore, Annapolis, and the Washington suburbs. The MDBEP operates facilities on Federal, State, municipal and private property and includes retail/concession stores, snack bars, coffee/sandwich shops, card & gift stores, and cafeterias. These retail facilities range from a single operator concession store to a full-line cafeteria employing 18 to 20 individuals with an annual sales volume in excess of \$800,000. These facilities provide a wide range of services including catering and temporary services as needed for the building population.

In addition to traditional retail operations, the MDBEP manages two contracts with the Department of Defense to provide Military Dining Services at the Aberdeen Proving Grounds and Ft. Meade. At Aberdeen, the MDBEP's licensed vendor manages three dining facilities serving approximately 6,000 meals per day with 143 personnel. Ft. Meade, a smaller operation, serves on average 1,500 meals per day at two facilities. The MDBEP vendors managing these locations are contract Project Managers in Training working with a Department of Defense food service contractor.

The MDBEP established a new teaming partnership with Compass Group and the District of Columbia Randolph Sheppard Program to operate major cafeteria facilities for the National Imagery & Mapping Agency. The MDBEP operates, in partnership with Compass Group, two large cafeterias in Bethesda, while the DC Program operates the cafeteria at the Washington Navy Yard. The uniqueness of the contract is that Maryland as the prime contractor has teamed with Compass Group, a national food service company, and DC to operate under one contract.

New vendors take part in an extensive training process to prepare them for success. Some experience in retail business is helpful, but not essential for admission to the program. Well-developed interpersonal skills will ultimately prove critical to success in the business environment.

The newly qualified manager can take pride in his or her own business and be committed to customer service to succeed. Each vendor has an investment in making their business a success because they are self-employed entrepreneurs.

Three-Year Comparison

Rehabilitation Services Program

	2001	2002	2003
Total Caseload	20,444	21,506	22,514
Total Persons with Significant Disabilities	18,775	19,925	20,111
Total Persons Rehabilitated	3,071	2,972	2,895
Total Persons with Significant Disabilities Rehabilitated	3,043	2,959	2,889
Counselor Staff (Positions)	131	131	128.5
Counselor Caseload (Average)	156	164	175
Average Cost per Person Rehabilitated	4,378	4,133	4,080
Case Service Cost	\$14,120,804	\$16,007,858	\$16,074,837
Total Program Cost	\$41,406,893	\$43,733,277	\$44,973,764

Workforce Technology Center

Total New Admissions	1,093	947	3739
Total Persons Served	3,725	3,810	4121
Average Daily Enrollment	416	413	386

Disability Determination Services

Claims Completed	61,490	56,952	58,554
------------------	--------	--------	--------

Characteristics of Persons Rehabilitated in the Vocational Rehabilitation Program

2895 persons successfully rehabilitated during 2003

Gender

Male--1658

Female--1237

Race (individuals may identify more than one race)

Caucasian--1528

African American--1293

American Indian/Alaskan--21

Asian--36

Hispanic or Latino--58

Hawaiian/Pacific Islander--1

Not Available--2

Age at Referral

Younger than 20--477

20 to 21--210

22 to 34--722

35 to 44--782

45 to 64--671

65 and older--33

Years of Education at Application

No formal education--10

Elementary Education (Grades 1--8)--67

Secondary Education, no HS diploma--522

High School Graduate/GED--1,181

Post-Secondary, no degree--241

Associate Degree/Voc-Tech Certificate--173

Bachelor's Degree--160

Master's Degree or Higher--51

Special Education--308

Unknown--182

Referral Sources

Educational Institution (Elementary/Secondary)--297

Educational Institution (Post-secondary)--82

Medical Person/Institution--263

Welfare Agency--74

Community Rehabilitation Program--353

Social Security Administration--57

One-Stop Employment Center--86

Self-Referral--771

Employers--23

Other Sources--889

Primary Disability

Psychiatric Disability--665

Cognitive Disability--803
Other Mental Impairments--450
Orthopedic--377
Deaf and Hard of Hearing--282
Other Physical Disabilities--166
Blind and Visual Impairment--130
Respiratory Disabilities--11
Communication Disabilities--11

Work Status at Closure
Competitive Labor--2767
Self-employed--32
Homemaker--94
Unpaid family worker--0
Maryland Business Enterprise Program--2

Occupations at Closure
Service--787
Miscellaneous--582
Clerical--430
Production, Construction, Maintenance and Material Handling--400
Professional, Technical & Managerial--298
Sales-- 227
Managerial--35
Homemaker--94
Farming, Fishery and Forestry--40
Vending Work--2
Unpaid Family Worker--0

Average Weekly Earnings at Closure \$304

BUDGET 2003

Source of Funds:

State Funds

State Matching Funds	\$11,858,639
State Non-matching Funds	800,275
TOTAL	12,658,914

Federal Funds

Federal Matching Funds	34,183,318
Basic Program	
Independent Living Part A	340,535
Training	109,879
SUB TOTAL	34,633,732

Federal Non-matching Funds

Supported Employment Part C	690,635	
Independent Living Part C	235,368	
(Older Blind)		
Client Assistance Program	199,318	
Adult Basic Education	69,179	
System Change	374,704	
Social Security Administration/	21,886,993	DDS
Social Security Reimbursement	2,026,581	
SUB TOTAL	25,482,778	
TOTAL	60,116,510	

Special Funds

MD Business Enterprise Program	2,428,586
for the Blind	
Third Party	195,147
TOTAL	2,623,733

TOTAL COMBINED FUNDS	\$75,399,157
AVAILABLE	

Expenditure of Funds:

VR Client Services Program	11,940,237
Disability Determination Services	20,959,787
Workforce & Technology Center	13,017,748
Case Services	16,074,837
Administration	5,204,064

Indirect Cost Assessment	5,757,855
MD Business Enterprise Program for the Blind	2,444,629
TOTAL FUNDS EXPENDED	\$75,399,157

SERVICE EXPENDITURES

Service	Number of Recipients	Percent of Total Service Expenditure
Training & Materials	6,732	56%
Diagnosis/Evaluation/Assessment	9,869	16%
Treatment Therapies (i.e. OT, PT, etc.)	1,836	5%
Other Services	1,940	6%
Rehabilitation Engineering	676	6%
Appliances	1,102	6%
Hospitalization & Care	77	1%
Maintenance	271	2%
Service to Family Members	50	1%
Follow-up Services	73	1%

State Rehabilitation Council

2003 Maryland State Rehabilitation Council Membership

Lawrence S. Abramson
Director of Vocational Services
St. Luke's House, Inc.

Robert A. Burns
Assistant State Superintendent
In Rehabilitation Services

Howard Busby, Ph.D.
Department of Counseling
Gallaudet University

Joyce Callahan, M.Ed.
Maryland Transportation Administration

Dennis Phillips
Ex-Officio

Niles R. Ellingson
Helping Up Mission

Angie Errigo
Giant Food, Inc.

Kimball Gray
Executive Director
Maryland Statewide Independent Living Council

Beth Lash
DORS Client Assistance Program (CAP)

Terri Massie-Burrell
Towson University
Director, Academic Achievement Center

Donald J. Morris
Proprietor, O'Leary's Emporium

Jerry G. Pantaleo, Jr.
Public Avocat

Penny Reeder
American Council of the Blind

Kathy Sirota

Crossroads, Johns Hopkins Bayview

Marian Vessels

Director of ADA and IT Information Center

Jody Wildy

U.S. Department of Labor

Office of Disability Employment Policy

Michael Whitehill

McCrone, Inc.

Mary Beth Greene

Administration on Developmental Disabilities

Eleanor Carey

Governor's Workforce Investment Board

Regional Map & Directory as of 1/1/04

Region 1:

Cumberland, Frederick, Hagerstown, Westminster
Regional Office
Division of Rehabilitation Services
Suite 511, Professional Arts Building
Hagerstown, MD 21740-5583
301-791-4764; TTY 301-791-4764; FAX 301-739-8537
Email: region1@dors.state.md.us

Region 2:

Annapolis, Glen Burnie, Leonardtown, Prince Frederick, Waldorf
Regional Office
Division of Rehabilitation Services
2001-A Commerce Park Drive, Suite 2
Annapolis, MD 21401-2913
410-974-7604; TTY 410-974-7742; FAX 410-974-7747
Email: region2@dors.state.md.us

Region 3:

Baltimore City
Regional Office
1515 West Mt. Royal Avenue
Baltimore MD 21217-4247
410-333-6119; TTY 410-333-6126; FAX 410-333-3134
Email: region3@dors.state.md.us

Region 4:

Cambridge, Easton, Elkton, Salisbury
Regional Office
Division of Rehabilitation Services
917 Mt. Hermon Road, Suite 4
Salisbury, MD 21801-4975
410-543-6906; FAX 410-543-6725
Email: region4@dors.state.md.us

Region 5:

Bel Air, Catonsville, Dundalk, Ellicott City, Towson
Regional Office
Division of Rehabilitation Services
113 Towsontown Blvd.
Towson, MD 21286-5352
410-321-2394; TTY 410-321-4035; FAX 410-321-2391
Email: region5@dors.state.md.us

Region 6:

Lanham, Wheaton and Camp Springs
Regional Office (Temporary)

Division of Rehabilitation Services
2001-A Commerce Park Drive, Suite 2
Annapolis, MD 21401-2913
410-974-7604; TTY 410-974-7742; FAX 410-974-7747
Email: region6@dors.state.md.us

DORS is a partner in Maryland's Workforce Investment System. In addition to more than 20 field offices, DORS offers services through representatives in several multi-purpose government buildings and in most Maryland One-Stop Career Centers. These include:

Cecil County Department of Social Services
District Court/Multi-Service Center
170 East Main St.
Elkton, MD 21921
Phone: 410-996-0265

Community Development Corporation
21783 Leonard Hall Drive
Leonardtown, MD 20650
Phone: 240-725-5785

Frederick County Business and Employment Center
Suite A
5340 Spectrum Drive.
Frederick, MD 21703
Phone: 301-631-3072

Prince George's Workforce Services Corporation
1802 Brightseat Road
Landover, MD 20785
Phone: 301-583-2038

Western Maryland Consortium
P.O. Box 595
Oakland, Maryland 21550
Phone: 301-334-7947
TTY: 301-334-7947

Maryland State Board of Education
2003 Membership

Edward L. Root
President

Jo Ann T. Bell
Vice President

Philip S. Benzil

Dunbar Brooks

Calvin D. Disney

Rev. Clarence A. Hawkins

Walter S. Levin

Karabelle Pizzigati

Maria C. Torres-Queral

John L. Wisthoff

Vacancy

Christopher J. Caniglia
(Student Member)

Nancy S. Grasmick
Secretary-Treasurer of the Board
State Superintendent of Schools

Ronald A. Peiffer
Deputy State Superintendent
Academic Policy

A. Skipp Sanders
Deputy State Superintendent
Administration

Richard J. Steinke
Deputy State Superintendent
Instruction and Academic Acceleration

Gary Heath
Assistant State Superintendent
Planning, Results, and Information Management

Robert L. Ehrlich, Jr.
Governor