

DORS 2004

Working for Maryland Through
Innovation



Maryland Division of Rehabilitation Services

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 welcome, fully included and actively participate in all Maryland communities.



CHARGE

The charge of the Division of Rehabilitation Services 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.
- 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.
- Promoting empowerment and inclusion in all of Maryland's 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.



ON THE COVER:
GREG PRATER
OPERATES GREG'S
VENDING. HIS
BUSINESS SUCCESS
IS A RESULT OF HIS
HARD WORK AND
DORS SUPPORTED
BUSINESS ENTERPRISE
PROGRAM.

Director's Message

Each day, people with disabilities and Maryland's employers access rehabilitation and disability services through DORS. Public service principals are strongly embedded in this organization.

DORS FY 2004 Annual Report highlights the ways that DORS is working to meet the needs of people with disabilities, workforce partners, service providers and employers. You will read about the Division's new Office for Blindness & Vision Services, which was formed with input from consumers, staff, rehabilitation and medical practitioners and elected officials. Find out how DORS local participation in National Disability Mentoring Day grows each year. You will see how the Disability Determination Services prepares to become a fully electronic office place.

It has been a very successful year for the Division. We continue to provide exceptional and innovative services to our consumers and have committed ourselves to continuous improvement.

I hope you enjoy our 2004 Annual Report. Please join the Division in recognizing the achievements of all those who have participated in our programs and the DORS staff who are dedicated to consumer success.



Robert A. Burns
Assistant State Superintendent
in Rehabilitation Services



March 2005

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 2004 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.

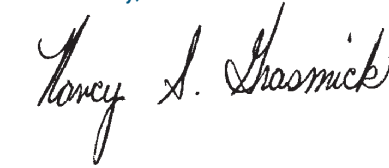
At a time when Maryland strives to build a world-class workforce, DORS is an important presence and resource in the state's cities and communities. This past year 2,962 people went to work after taking part in DORS services. During that time, DORS served 4,606 students with disabilities transitioning from school to employment, vocational training or higher education.

Over 1,400 persons with the most significant disabilities received independent living services assuring inclusion and access to Maryland communities. The Disability Determination Services adjudicated over 60,000 claims for Social Security disability benefits.

This 2004 annual report shows that DORS staff meet these challenges with creativity and an insight into Maryland's changing economy. Programs such as the Supported Business Enterprise Program, the Governor's Quest Internship Program for Individuals with Disabilities and DORS Worksite Accommodation Program have an enormous impact on Marylanders—from the individuals who receive our services to the public at large.

We are proud of how persons with disabilities, the Maryland 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

State Superintendent Dr. Nancy Grasmick joined Maryland State Rehabilitation Council (MSRC) members and guests as the Council marked its first 10 years of service. Distinguished guests at the anniversary event included: (front, l to r) Terri Massie-Burrell, MSRC Chair, Dr. Nancy Grasmick and Jennifer Walser, WTC graduate, (standing, l to r) Tony Renzi, US Department of Education Rehabilitation Services Administration (RSA) Regional Representative, and Bob Burns, DORS Director.



MSRC's Chairperson Sees a Council with Positive Energy



Terri Massie-Burrell is the Chair of the Maryland State Rehabilitation Council (MSRC). The Council reviews DORS programs and services. Council members are active on committees, task forces and needs assessment studies. The majority of the members have disabilities.

As the Maryland State Rehabilitation Council's chairperson for the past two years and the Director of Towson University's Academic Achievement Center, Terri Massie-Burrell is especially interested in the issues that face students with disabilities.

Career guidance and role models are vitally important in helping students explore all their options, says Ms. Massie-Burrell. "As a child growing up (with a disability) I did not have those services. In hindsight, I see their benefit. If students have exposure to career information before they are burdened by life's stresses, they can make better choices."

As a part of the Maryland State Rehabilitation Council, Ms. Massie-Burrell has participated in policy and planning committees for such major initiatives as the High School/High Tech Grant, the Transition Task Force and the initiation of the Office for Blindness & Vision Services.

She has also met with various state and federal legislators to advocate for the public vocational rehabilitation program.

Ms. Massie-Burrell feels that the MSRC's partnership with DORS is a productive one. DORS new member orientation and ongoing communication of policies gives Council members the tools they need to provide the agency with oversight that will benefit individuals with disabilities.

DORS

Working for Maryland Through Innovation

"MARYLAND'S STATE REHABILITATION COUNCIL IS A COLLABORATIVE TEAM," SAYS TERRI MASSIE-BURRELL. "I LIKE THE ENERGY THAT I SEE."

2004 Highlights

Outcomes

- In the most recent fiscal year, 2,962 people went to work after taking part in DORS services. Another 1,384 were working and expected to shortly complete all services.
- During that time, DORS served 4,606 students with disabilities transitioning from school to employment, vocational training or higher education.
- More than 86% of people who go to work after taking part in DORS services were still working after one year.
- The Workforce & Technology Center (WTC) served 3,348 people.
- During the last fiscal year, 415 individuals reached their independent living goals.
- The Disability Determination Services (DDS) adjudicated 60,543 claims.
- 62 licensed managers in the Maryland Business Enterprise Program for the Blind operated 80 vending facilities. Their average yearly salary was over \$47,000.
- Volunteers contributed 24,015 hours to the field program, WTC and the DDS.
- DORS completed the Statewide Needs Assessment for Individuals with Disabilities, which is published every three years.
- DORS opened a field office in Germantown, Maryland, in order to more effectively serve people who live in Montgomery County.

Dr. Nancy Grasmick—Innovator of the Year

Supported Business Enterprise Program



The Daily Record honored Dr. Nancy Grasmick (1), State Superintendent of Schools, as one of 25 Innovators of the Year for her leadership in the Supported Business Enterprise Program, which is supported by DORS. John Sheehan (2nd from right) now owns a mobile shredding business. Morris Tranen, Director, Reach Independence through Self-Employment (RISE) (1) and Lorraine Sheehan, Mr. Sheehan's mother, also attended the event at the Wyndham Hotel on September 23, 2004.

Supported business enterprise programs help people with developmental disabilities to become self-employed. The Division of Rehabilitation Services offers coursework, career counseling and other supports to help entrepreneurs with disabilities. DORS, in partnership with other public and private agencies, has supported the start-up of businesses that include a vending distributor, a recycling service and a food cart, all owned by individuals with severe developmental disabilities.

Office for Blindness & Vision Services



"When people who are blind come to us for services to become employed or remain independent, they bring a very unique set of needs. We organized the Office for Blindness & Vision Services so we can offer the best possible staff expertise, technology and programming," says Sue Schaffer, Director of the Office for Blindness & Vision Services.

DORS created the Office for Blindness & Vision Services (OBVS) in January 2005 with a single goal in mind—to bring together the best resources in Maryland to serve people whose primary disability is blindness or vision loss.

Before creating OBVS, DORS gathered together consumers, rehabilitation and medical professionals, legislators and staff to talk about the needs of people with blindness or vision loss.

OBVS guiding principles are a response to what was heard:

- That DORS programs and services for individuals who are blind or who have vision impairments should be centrally managed
- That OBVS staff should be totally committed to employment and independent living for people who are blind or visually impaired
- That timely customer service should be second-to-none
- And that Maryland citizens who need these services should be able to choose from many quality programs

Sue Schaffer is the director of the new OBVS. Ms. Schaffer, who is legally blind, has a long association with DORS, beginning in the 1970s when she participated in DORS programs and services as a Montgomery County high school student. Since beginning her career at DORS, she has worked with the agency as a rehabilitation specialist, supervisor, training specialist, business support director and, most recently, Director of the Workforce & Technology Center.

Governor's Quest Internship Program for People with Disabilities



Debbie Norman (l), from RICA, a mental health treatment facility of the Maryland State Department of Health and Mental Hygiene, congratulates Fred Banks upon his graduation from the Governor's Quest Internship Program for People with Disabilities. He was one of 22 individuals with disabilities who graduated from the program in October 2004.

Mr. Banks discovered his knack for working with RICA's youth residents during his three-month internship. Mr. Banks made such a contribution to RICA that he was offered full-time employment.

The Governor's Quest Internship for People with Disabilities provides opportunities for real work experiences in a wide variety of positions in 10 different state agencies. Positions include Administrative Assistants, Information Specialists, Help Desk Trainees, Fiscal Clerks and Personnel Associates.

The Governor's Quest Internship Program, now in its fourth year, is a collaboration among:

- The Maryland Department of Budget and Management, Office of Personnel Services and Benefits
- The Maryland Department of Disabilities
- The Maryland State Department of Education, Division of Rehabilitation Services (DORS)

THE MARYLAND BUSINESS ENTERPRISE PROGRAM FOR THE BLIND (MBEPB) RECEIVED THE "COMMANDANT'S AWARD" FOR OUTSTANDING SERVICE AT THEIR CAFETERIA LOCATED AT FORT GEORGE G. MEADE. THE MBEPB PROVIDES OPPORTUNITIES FOR LEGALLY BLIND INDIVIDUALS TO OPERATE VENDING AND FOOD PREPARATION FACILITIES IN PUBLIC BUILDINGS.

Disability Mentoring Day Participation Grows

DORS employer partners and consumers took part in Disability Mentoring Day at various locations around Maryland on October 20, 2004. This national event, sponsored by the American Association of People with Disabilities, promotes career development for students and job-seekers with disabilities.

Art Woodruff from Western Maryland was mentored at Sandy Spring Bank and said "It was a good experience. In fact, I got there early and left late because there was so much my mentors and I had to share with each other. I learned a lot about how other fields are interrelated to mine (CADD drafting) and the career possibilities available when these fields come together."



WTC-DORS Headquarters
James Blannon (l) and Earl Cooper (r) joined Sue Schaffer (c), former WTC Director, for an opening reception for Disability Mentoring Day participants.



WTC-DORS Headquarters
Debbie Smith (l), Public Information & Planning, talked with Rose Reeder about administrative careers as well as how to manage time and multiple tasks during the day.



Baltimore
(l to r) Belinda Burgess, Linh Ly, Hanh Nguyen and Mae Mullen were ready to embark on their tour of the mailroom and other administrative operations at the Department of Budget and Management at the State office building on Preston Street.



Bel Air
Barbara Carter and Kathy Halliday, DORS Bel Air, helped organize the office's Mentoring Day activities.



Frederick
Becky Donoghue-Rick (r) spent the day with Jeanine Henderson (l) at Wells Fargo Home Mortgage. Ms. Rick said "I had fun. I liked it a lot! And I learned a lot about the careers at Wells Fargo."



Baltimore
Dennis Dakin (l) got a personal tour from Dianna Sadowski (r) of the information technology careers available with the State of Maryland.



WTC
Anthony Pilone took part in WTC's Disability Mentoring Day. The agenda included a reception, a tour of the facility and one-on-one job shadowing.



Frederick
Mentor Ricky Cooper (l) from Wells Fargo Mortgage showed Kim Vander Weyden (r) how the company enters customers' mortgage checks into the company's accounting system.



Bel Air
DORS staff in Bel Air collaborated with the Harford County Department of Social Services (DSS) to provide work and career exploration for five individuals.



Salisbury
(l to r) E.C. Townsend, Regional Director and Helen Young, DORS Salisbury, accompanied Clare Felmy and Kelly Marker as they toured Peninsula General Hospital to learn more about health care occupations.



Salisbury
(l to r) Kelly Marker, Larry Brown and Vaughn Wolfe explored hospital careers.

WTC's Security Guard Training Program Prepares Students for a Growing Industry

IN THE PAST YEAR, DORS CELEBRATED 75 YEARS OF PUBLIC SERVICE IN MARYLAND. THE WORKFORCE & TECHNOLOGY CENTER, DORS COMPREHENSIVE REHABILITATION CENTER LOCATED IN NORTHEAST BALTIMORE, CELEBRATED ITS 30TH ANNIVERSARY.

The Workforce & Technology Center's 12-week Security Guard Training Program prepares students for the ever-growing security needs of today's businesses and government agencies. In an innovative partnership, Securitas Security Services USA, Inc., the largest provider of security officer services in the country, serves as consultant and provides classroom lectures and materials.

Andrew Todd, who graduated from Towson High School, is the program's first graduate. As a student with a learning disability, he benefited from the personalized approach from WTC instructors. He says that the coursework taught him how to operate cameras, perform outside patrols, recognize suspicious activity and learn the proper use of a radio. However, he adds, "Customer service and how to talk to people are just as important." Soon after graduation, Abacus Corporation hired him as a guard.



WTC Security Guard Ferne Awokere (l) helped Andrew Todd to understand the many job duties of a building guard.

Vendor Reopens Two Long-Closed Metro Newsstands in Baltimore's Subway



(l to r) Scott Dennis (DORS Director, Business Support Services), Al Hill (MBEPB vendor) and Bart Peeples (MBEPB Director) think that business can grow in Baltimore's Metro Subway Stations. Mr. Hill hopes to open other locations.

Al Hill, a long-time Maryland Business Enterprise Program for the Blind (MBEPB) vendor, now operates two newsstands at Mondawmin and Charles Center Metro Subway stations.

Metro subway riders can now purchase beverages, snacks and newspapers. There is clearly a demand out there, says Mr. Hill, since he sold out most of his inventory in the first two days. He will gradually add other products and sell MTA passes and newspapers.

The Disability Determination Services (DDS) Prepares for a Fully Electronic Workplace

The Maryland DDS has adjudicated claims for Maryland citizens who file for disability benefits through the Social Security Administration since the 1950s. Since that time, untold numbers of case record folders, educational reports and medical records have passed through the DDS doors.

During the past fiscal year, DDS staff have strategically planned a changeover to a fully electronic office. Applications and supporting data will arrive electronically. Doctors and hospitals can submit records in a secured online system. DDS support staff or contractors will convert paper records to computer records. The result will be an efficient, secure and permanent case management system that will deliver fast, accurate answers about eligibility for Social Security disability benefits.



DDS employees are looking forward to much less paper in their future, thanks to plans to convert to a fully electronic office. (left photo) Josie Christenson, Angela Murray, Steve Tippett, Case Control. (top photo) Jasbir Singh, DDS Mailroom. (bottom photo) Terri Enos and Giulia Motta, who handle vendor files.

DORS received federal grant funding to begin system changes on service delivery to high school students with disabilities, including encouraging these students toward careers in science and technology through establishment and support of High School/High Tech programs.

DORS also organized a work group to look at new ways to serve high school students. Their recommendations included referral for students in their sophomore year, engaging the business community in providing career-connected activities and improving linkages with colleges and universities.

DORS Readies Students with Disabilities for the Future



DORS Counselor Anne Budney (l) is based full time in Winters Mill High School as part of a pilot project. Winters Mill principal Sherri-Le Bream (r) says that schools should take an active role in connecting parents and students with DORS.

“THIS IS HOME BASE FOR ME,” SAYS MS. BUDNEY OF HER DORS OFFICE LOCATED IN WINTERS MILL HIGH SCHOOL. “WE HAVE AN EXPANDED APPRECIATION OF EACH OTHER’S JOBS AND WE COMMUNICATE TO BRING THE BEST SERVICES TO OUR STUDENTS.”

WTC Academics—Experienced Teachers with New Ideas

The Academic Department at the Workforce & Technology Center is anything but a traditional classroom.

Here is what could be happening during any of the four periods a day (and often at the same time!):

- A young cosmetology student reading about the chemical properties of hair color
- A student with a learning disability preparing to take a written driver's test
- A worker in mid-life reviving long-forgotten math skills to enter a new profession
- A student who is blind taking a college aptitude test

The staff are a group of colleagues whose DORS service years range from 17–30+. They orchestrate more than 300 people a year through two classrooms. Their latest venture, now entering its third year, is Mastering a Successful Transition (MAST), a four-week summer program for juniors and seniors who have learning disabilities and plan to attend college.



WTC's Academic teachers bring out the best in the students—and each other. They are (l to r) Rosemary Lareau, Paffi Reichart, Melissa James, Terese Parr, Richard Fellin and Jane Owens.

The Worksite Accommodation Program

Assistive technology (AT) is best described as items, equipment or products that individuals with disabilities can use to do things that might otherwise be difficult or impossible. Some examples:

- Hardware and software that help to access computers or other information technologies. For example, people with limited hand function may use a keyboard with large keys or a special mouse to operate a computer; people who are blind may use software that reads text on the screen in a computer-generated voice.
- Walkers and wheelchairs
- Special listening devices such as a TTY (text telephone)
- Magnifiers for people who have low vision
- Note-taking devices for people with learning disabilities

DORS has experts who help individuals (and their employers) find out the best way to be productive at work or to stay independent at home.



Jim Cabezas (l), the Chief Investigator for the Maryland State Prosecutor's Office, lost his vision due to an eye disease. However, he was able to continue his long public service career after taking part in DORS Rehabilitation Technology Services. He learned to use special equipment and computer software to read documents and manage email. Mr. Cabezas is pictured with Jim Doyle, WTC Assistant Director of Workforce Services.

"I LOVE THE STAFF,
THE STUDENTS,
THE POSSIBILITIES AND
THE DIFFERENCE WE
CAN MAKE IN
SOMEONE'S LIFE."
– TERESE PARR,
WTC ACADEMIC
SUPERVISOR

DORS 75th Anniversary Employers of Distinction



In honor of its 75th Anniversary Celebration, DORS recognized Maryland employers who have demonstrated a long-standing commitment to the employment and economic independence of people with disabilities. These employers have not only hired individuals with disabilities, but have participated in other activities that promote DORS mission such as providing mentoring opportunities, practice interviews, tours and serving on advisory panels and Business Leadership Networks.

- Aberdeen Proving Ground
- Absolute Quality, Hunt Valley
- Baltimore VA Medical Center
- Buckingham's Choice
- i Scan
- K&L Microwave, Salisbury
- KCW Engineering Technologies Inc.
- M & T Bank
- MAMSI
- McCrone, Inc., Centreville
- Meguir's
- Pepsi Cola, Salisbury
- Rendine Financial Group, Salisbury
- Social Security Administration/
Baltimore Teleservice Center
- State Highway Administration
- USDA, Beltsville Area Agricultural Service
- Dawn Weiglein, Sandy Spring Bank

Three Year Comparison

	2002	2003	2004
Rehabilitation Services Program			
Total Vocational Rehabilitation Caseload	21,506	22,514	23,910
Total Persons with Significant Disabilities	19,925	20,111	20,933
Total Persons Who Achieved a Successful Employment Outcome	2,972	2,895	2,962
Total Persons with Significant Disabilities Achieving a Successful Employment Outcome	2,959	2,889	2,958
Total Independent Living Program Caseload	1,277	1,403	1,454
Total Persons Who Achieved a Successful Independent Living Outcome	383	418	415
Counselor Staff (Positions)	131	128.5	131
Counselor Caseload (Average)	164	175	183
Average Cost per Person Rehabilitated	\$4,133	\$4,080	\$3,683
Case Service Cost	\$16,007,858	\$16,074,837	\$16,179,412
Total Program Cost	\$43,733,277	\$44,973,764	\$44,973,764
Workforce & Technology Center	2002	2003	2004
Total New Admissions	947	3,739	2,799
Total Persons Served	3,810	4,121	3,348
Average Open Daily Enrollment	N/A	N/A	669
Disability Determination Services	2002	2003	2004
Claims Completed	56,952	58,554	60,543

Characteristics of Persons Rehabilitated in the Vocational Rehabilitation Program

2,962 Persons Successfully Rehabilitated During FY 2004

Average Weekly Earnings at Case Record Closure \$298.00

Gender

Male	1,676
Female	1,286

Race (Individuals may identify more than one)

Caucasian	1,549
African American	1,352
American Indian/Alaskan	24
Asian	30
Hispanic or Latino	58
Hawaiian/Pacific Islander	4

Age at Application

Younger than 20	438
20 to 21	243
22 to 34	755
35 to 44	766
45 to 64	736
65 & older	24

Years of Education Attained at Application

No Formal Education	11
Elementary Education (Grades 1-8)	96
Secondary Education, No Diploma	549
High School Graduate/GED	1,256
Post-Secondary, No Degree	317
Associate Degree/Voc-Tech Certificate	148
Bachelor's Degree	206
Master's Degree or Higher	60
Special Education	319

Referral Sources

Individual Self Referral	864
Educational Institutions (Elementary/Secondary)	312
Educational Institutions (Post-Secondary)	103
Medical Person/Institution	247
Welfare Agency	57
Community Rehabilitation Programs	499
Social Security Administration	47
One-Stop Career Centers	869
Employers	25
Other Sources	712

Persons Rehabilitated by Primary Disability

Primary Disability	Number Rehabilitated
Psychiatric Disability	625
Cognitive Disability	869
Other Mental Impairments	479
Orthopedic Disabilities	352
Deaf & Hard of Hearing	272
Other Physical Disabilities	227
Blind & Visual Impairments	107
Communication Disabilities	18
Respiratory Impairments	13

Persons Rehabilitated by Occupation at Case Closure

Occupation	Number Rehabilitated
Service	1,208
Clerical	422
Production, Construction, Maintenance & Material Handling	452
Professional, Technical & Managerial	404
Sales	301
Managerial	50
Homemaker	71
Farming, Fishery & Forestry	46
Unpaid Family Worker	7
Vending Operator/Worker	1

The instructors at the Baltimore City Literacy and Disability Project tackle the challenge of teaching adults to read—one student at a time.

The project, based in DORS Mt. Royal Avenue field office, is funded by a \$1.25 million, five-year demonstration grant from the US Department of Education. Its goal is to provide intensive tutoring to individuals with disabilities in the literacy skills needed to find and keep a job. The grant is also designed to confirm best practices in adult literacy. DORS contracted with the Baltimore City Community College to provide this daily instruction.

Taking New Paths to Literacy

Coursework is based on a one-on-one, multi-sensory approach to learning. In addition to the basics—reading and writing—instructors also teach on-the-job work communication skills.

Over the next four years, over 300 DORS consumers are expected to participate. The project will also train 15 instructors who can then go on to teach these skills to other students in the coming years.



Teachers and students work daily at DORS Mt. Royal Avenue office with the hopes of solving the literacy needs of job-seekers with disabilities.

Work Status at Closure

Competitive Labor	2,858
Self-employed	25
Homemaker	71
Unpaid Family Worker	7
Maryland Business Enterprise Program	1

Budget 2004

Source of Funds:

State Funds

State Matching Funds	\$11,544,680
State Non-Matching Funds	1,115,148

Total \$12,659,828

Federal Funds

Federal Matching Funds	\$35,895,464
Basic Program	
Independent Living Part A	333,345
Independent Living Part C (Older Blind)	434,176
Training	115,409
Subtotal	\$36,778,394

Federal Non-Matching Funds

Supported Employment Part C	\$704,448
Client Assistance Program	193,264
Adult Basic Education	60,565
System Change	364,791
Social Security Administration/DDS	22,517,687
Social Security Reimbursement	1,958,125
Literacy Grant	98,517
High School/High Tech Grant	224,997
Subtotal	\$26,122,394

Total \$62,900,788

Special Funds

Business Enterprise Program for the Blind	\$2,276,688
Third Party	283,532

Total \$2,560,220

Total Combined Funds Available \$78,120,836

Expenditure of Funds:

VR Client Services Program	\$12,940,859
Disability Determination Services	21,212,925
Workforce & Technology Center	13,993,687
Case Services	16,608,697
Administration	4,726,547
Indirect Cost Assessment	6,275,987
Business Enterprise Program for the Blind	2,276,688
Literacy Grant	11,226
High School/High Tech Grant	74,220

Total Funds Expended \$78,120,836

Service Expenditures

Service	Number of Recipients	% 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%



Annapolis staff and friends turned out on October 28, 2004 to greet Robert Sinclair (front right), who rode his bike from Cumberland to spread his message of hope and recovery.

Robert Sinclair: Hope & Recovery

Robert Sinclair wants people to know that it is possible to recover from a lifetime of chronic physical and mental illness. After all, this 62-year-old, who at times lived in a state of homelessness and destitution, is now a Cumberland small business owner who serves as a consultant to a local mental health rehabilitation program and is a respected community member. He also speaks often at Allegany College on the subject of healing and recovery. On October 24th, 2004, he embarked on a bike ride from Cumberland to Annapolis to focus attention on some of the community support systems that he credits for supporting his recovery, including DORS. His DORS counselors were Bill Wright and Debra Williamson.

Mr. Sinclair believes that "healing and recovery is not just possible, it's probable." He participated in DORS RISE Program and is now the owner of Galloping Rock Gallery in Cumberland.

Maryland State Board of Education 2004

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