

A stylized graphic of a window with a sunburst. The window is white with a grey frame and is set against a grey semi-circular background. A bright yellow sunburst with multiple rays is centered behind the window. The sunburst is partially obscured by the text.

VOLUNTEER SERVICES

ANNUAL REPORT

2014

DORS

# LETTER FROM DIRECTOR OF VOLUNTEER SERVICES

March 2015

Dear Friends of DORS Volunteer Services,

I am most pleased to present the first Volunteer Services Annual Report! This is an opportunity to recognize the invaluable contributions of Volunteers throughout the state who supported the Division of Rehabilitation Services in providing services to individuals with significant disabilities.

The timeframe of this report, 2014, coincides with the first year of my tenure as DORS Volunteer Services Director. I have been so impressed with the many men and women who give so freely of their time, skill and commitment to help support individuals with significant disabilities seeking employment.

Whether tending to the gardens outside WTC, assisting with office duties in field offices, helping with retail in McKenna's Korner, or working with students to select interview clothing in the Nearly New Shop, volunteers come to us with a willingness to work hard and a determination to help. We are very grateful for all they do.

We also want to recognize the tremendous generosity of many DORS staff who donated to the Maryland Charity Campaign, participated in cancer awareness activities, and even gave blood during the American Red Cross blood drives! Our thanks as well to all the DORS staff who work with volunteers and make their experience with DORS so meaningful.

This Volunteer Services Annual Report includes the following:

- Fiscal Observations
- Charitable Projects
- Other Projects
  - Volunteer Appreciation Luncheon
  - McKenna's Korner
  - Nearly New Shop
- Volunteer Profile
- Quotes
- In Remembrance

We look forward to another productive year of Volunteer Services Activities in 2015.

Lucas Gerace  
Maryland State Department of Education  
Division of Rehabilitation Services  
Volunteer Services Director

# FISCAL OBSERVATIONS

Volunteer Hours/ \$ contributed

469 hours - \$11,926.67

916 - \$23,293.88

2928.5 - \$74,471.76

605.5 - \$15,397.87

1,468 - \$37,331.24

6,778 - \$172,364.00

3,209.75 - \$81,623.94



Region 1: Western Maryland

Region 2: Southern Maryland

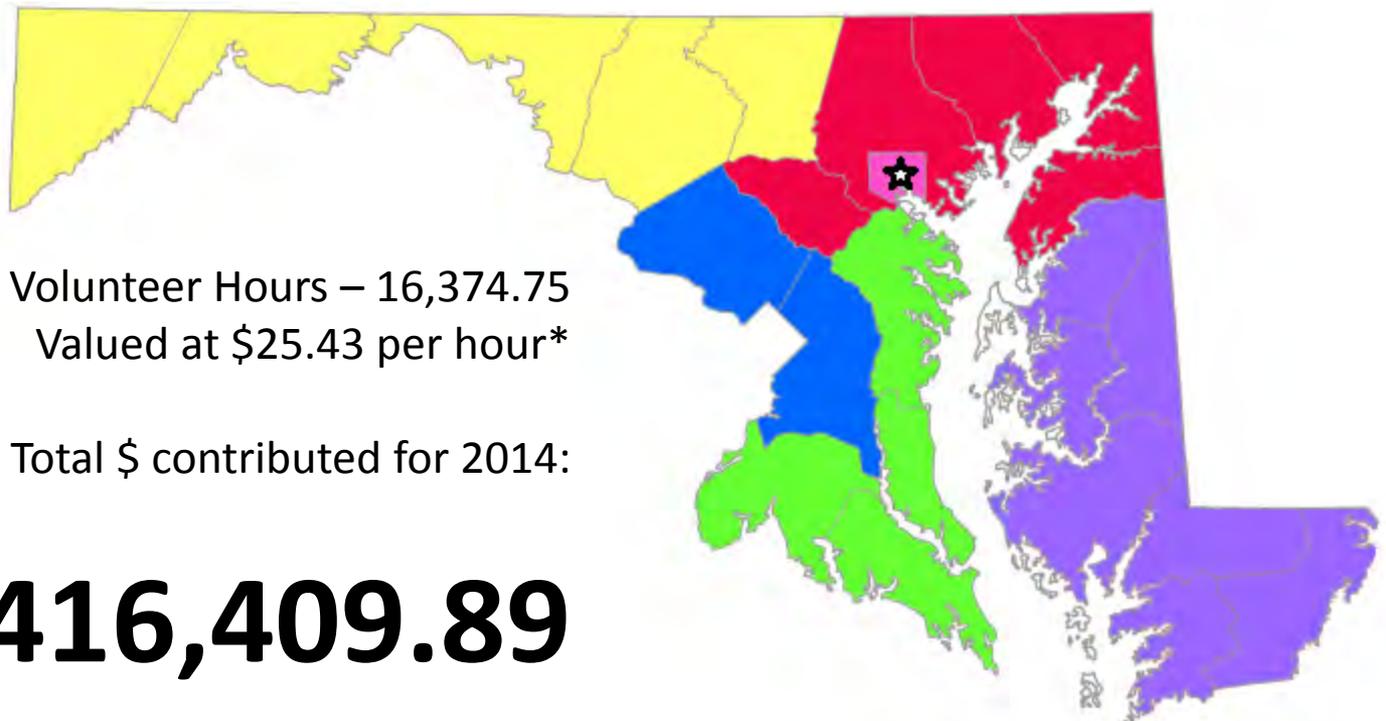
Region 3: Baltimore City

Region 4: Eastern Shore

Region 5: Central Maryland

Region 6: Washington Metro

★ Workforce and Technology Center/Headquarters



Total Volunteer Hours – 16,374.75  
Valued at \$25.43 per hour\*

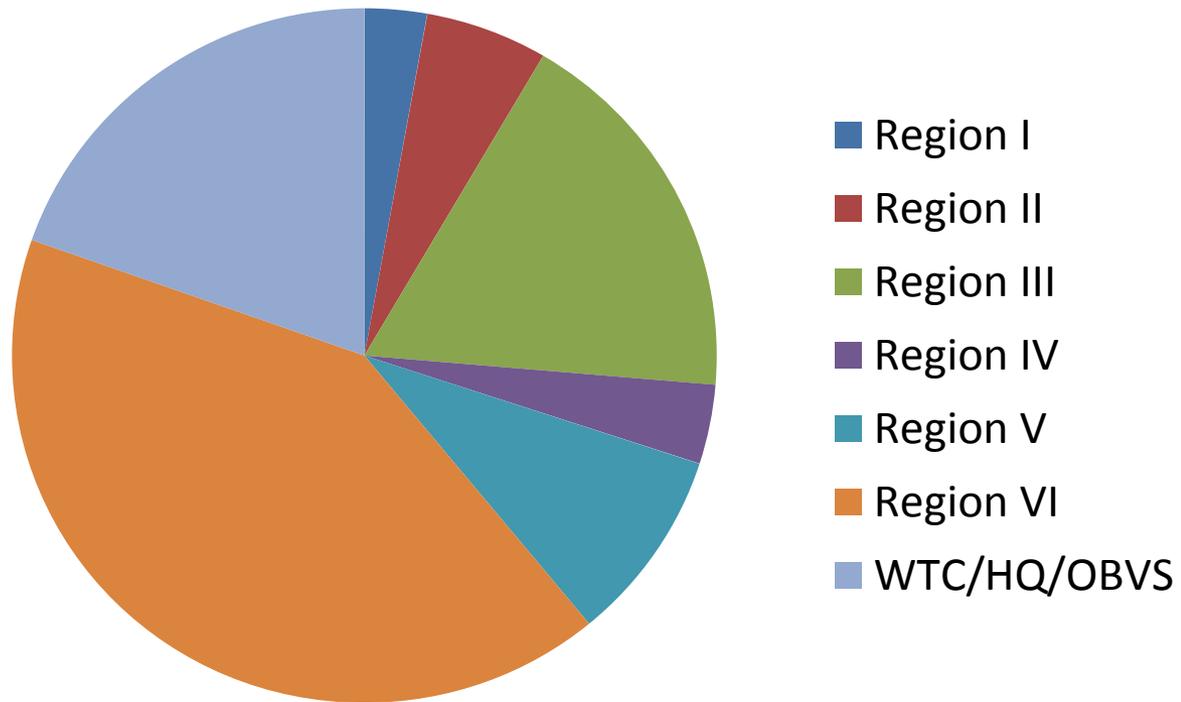
Total \$ contributed for 2014:

# \$416,409.89

\*This calculated rate of pay is taken from [https://www.independentsector.org/volunteer\\_time](https://www.independentsector.org/volunteer_time) and adjusted individually for each state based upon data collected in 2013. Site was accessed on 2/13/15

# FISCAL OBSERVATIONS

**Hours/\$ by Region**



# CHARITABLE PROJECTS



**American  
Red Cross**

# CHARITABLE PROJECTS



**American  
Red Cross**

Volunteer Services hosted the Red Cross for an onsite blood drive in July during which we had **25 viable donors** that were able to donate blood.

According to the Red Cross website each blood donation can save up to **3 lives!**

That means last summer DORS employees saved up to **75 lives!**

# CHARITABLE PROJECTS



In addition to wearing jeans, buttons and pins, and setting up the Memorial Tree in the lobby to raise awareness...

...DORS employees **raised \$1,001.00** towards Lee National Denim Day!

# CHARITABLE PROJECTS



With the coordination of Volunteer Services and MSDE, DORS participated in the 2014 Maryland Charity Campaign to help MSDE **raise a total \$101,152.00** that goes towards a myriad of charities and non-profits to help Marylanders all across the state!

Of special note is that DORS, including DDS, **raised \$30,430.00** of that total!

# OTHER PROJECTS



MRA conference program cover



Friends of WTC



State Supervisors Meeting Basket Raffle



Volunteer Appreciation Luncheon

# VOLUNTEER APPRECIATION LUNCHEON



DORS Director Sue Page with Christine Sweigert, supervisor, honoring Christine's mother, a long time DORS volunteer.



Sue Page recognizing Juanita Shorts for her commitment to volunteering.



Guest speaker, Cory Richo!

The Volunteer Appreciation Luncheon was a huge success! Prizes were given out, good picnic food was had by all! Of special note we had Cory Richo as a guest speaker to share about his experiences both as a volunteer with DORS and now, as a DORS counselor, having a volunteer in his office. The Youthworks volunteers were given awards! And Juanita Shorts was given special recognition for all of her hard work and dedication in the Nearly New Shop.



Sue Page presenting awards to a Youthworker.

Sue Page with a Youthworks volunteer.



A lovely luncheon!



# MCKENNA'S KORNER



Employment Specialists Nick Brooks and Kim Wilhelm helping themselves to some Halloween candy!

McKenna's Korner, overseen by the Friends of WTC and staffed by hard working volunteers has continued to flourish with a brand new partnership with the WTC Work Readiness 2 program. During this year's holiday season student volunteers ran a festive and jolly gift wrapping station out of the arts and crafts room turned gingerbread house! What started as a one time trial will now become a hallowed holiday tradition!



Work Readiness 2 volunteers hard at work wrapping gifts!



Work Readiness 2 volunteers in front of the "gingerbread house"!



Employment Specialist Jackie Hart checking out some gifts at McKenna's Korner!

# NEARLY NEW SHOP



Work Readiness 2  
volunteer Edward  
Young with a bin of  
clothes to be  
washed!

The Nearly New Shop is a second hand clothing store that provides students of WTC, and other DORS consumers located nearby, professional clothes for interviews. It is run both by volunteers and WTC students in partnership with the Work Readiness 2 program. The shop accepts donations year round and features a men's and women's section, changing room, ironing section, and classy attire for every season!



Processing the  
donations before  
they get  
displayed!

Katie Alleman  
checking out a  
new jacket for  
interviews as  
Academics  
Supervisor  
Therese Parr  
looks on!



# VOLUNTEER PROFILE

Christina Nixon started as a QUEST intern with DORS and continued to volunteer after that program ended. As a volunteer she helped teach Work Readiness classes by going over soft skills and core values with an emphasis on job retention. She then became a full fledged employee of DORS at the WTC and as part of Work Readiness 2 she helps to find and coordinate volunteer placements for her students, some of whom are with Volunteer Services at Argonne Drive where she got her start.

When asked about her experience volunteering with DORS Christina says “People are very welcoming, I liked the environment and my experience volunteering led me to wanting to apply to work in the same department since I had gotten a chance to do certain parts of the job. Another thing I liked about volunteering with DORS was that everything was accessible and that reasonable accommodations are a priority here.”



Christine Nixon hard at work at her desk!

# QUOTES

*“It is a pleasure to have my Sr Aid in the office. Yvonne has come to us with professional experience, and sometimes I need to remind folks that she is not support staff, and although she keeps offering to do more, we cannot overextend her duties. Yvonne always is eager to please, I am at a loss without her, she currently is required to spend one day looking for other work, and I am going to miss that time she is in the office very much. I am pleased with the program at Catholic Charities, I have had other Sr Aids in different offices, from different programs over the years, this is by far the best one yet, I want to keep her.”* -Avrohom Y Klainberg, Supervisor, East Baltimore County

*“The volunteers have been very helpful and willing to pitch in wherever needed.”* –Robin Griffin, Work Readiness Supervisor, WTC

*Having volunteers in the office has proven to be an asset at the Wheaton Office as it has provided much needed assistance to the counselors and the overwhelming administrative tasks at hand. They help to answer busy, non-stop ringing phones, scan documents, prepare for group orientations, mailings, scheduling consumer appointments, and much more. Volunteers have become part of the Wheaton family and they help to make all of a lot easier!!!* –Patricia Simon, Supervisor, Wheaton

*“I am writing about our senior aid volunteer, Ms. Yvonne Henderson. She has been with us for a year. She is a very sweet and pleasant person. I believe she does more than a volunteer should but she is consistent in all that she does. I never hear her complain and she brings an abundance of peace to the atmosphere of the office. It is a pleasure to work with her and hopefully she will be around a lot longer.”* –Cory Richo, Field Counselor, East Baltimore County

# IN REMEMBRANCE

Volunteer Services would like to recognize the passing of one of our volunteers this year, Ms. Juanita Shorts. Ms. Juanita, as we called her, worked in the Nearly New Shop and exemplified what it meant to be a selfless, hard working volunteer. Under her gentle guidance the Nearly New Shop was cleaned up and organized, for every holiday and season she found a way to rotate the clothing and displays so that when students came to pick out interview outfits it would be a fun and interesting experience. Over the summer Ms. Juanita stayed past her allotted hours to work with the teens in the Youthworks program to make sure that they weren't left there alone and would have someone to help and work with them. She is remembered warmly and fondly by everyone at the WTC and, despite being a little lady, leaves very big shoes to fill!



# SO LONG 2014!



Members of the DORS Office of Program & Community Support, which includes the Volunteers Program, at the annual MRA/DORS Conference.

Looking forward to seeing what 2015 will bring!



Martin O'Malley, Governor

Charlene M. Dukes, Ed.D., President, Maryland State Board of Education

Lillian M. Lowery, Ed.D., State Superintendent of Schools

Suzanne Page, Assistant State Superintendent in Rehabilitation Services, MSDE Division of Rehabilitation Services

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Find "Maryland DORS" on Facebook!

DORS field and OBVS counselors are located in over 20 field offices throughout Maryland.

To find the nearest one, contact DORS headquarters or visit [www.dors.maryland.gov](http://www.dors.maryland.gov)

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