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# VOLUNTEER SERVICES ANNUAL NEWSLETTER

# 2016

# DORS



# LETTER FROM THE DIRECTOR OF VOLUNTEER SERVICES

May 2017

Dear Friends of DORS Volunteer Services,

They say the third time's a charm and here we are– the third annual Volunteer Services newsletter! 2016 has been a fun year, full of exciting events, challenges, triumphs, and more! The Office of Volunteer Services has continued the Division's mission of helping Marylanders with disabilities find employment. Whether it was finding a professional outfit for an interview or helping the support staff in a field office to process paperwork faster, our volunteers have made a difference! We have also continued raising money for various charities, hosting events to benefit students of the Workforce & Technology Center, and participating in events with DORS as well as the community. The Office of Volunteer Services would like to thank all DORS employees for their generosity this year and thank the DORS offices for the many volunteer opportunities across the state. We also thank the Volunteers for their hard work, dedication, and enduring spirits as they gave their time and talents to help the Division of Rehabilitation Services reach its goals.

Thanks for making 2016 a great year!



# QUOTES

*“No job is too big or too small. Ms. Connie is always up to the challenge with a smile on her face. She is more than just a volunteer, she is our family”* – **Tanya Goodman, MDTAP**

*“The Volunteer Workers for the year of 2016, have demonstrated good customer service. The volunteers are pleasant, dependable and willing workers. They are an asset to the DORS agency.”* – **Catherine Dabney, Owings Mills**

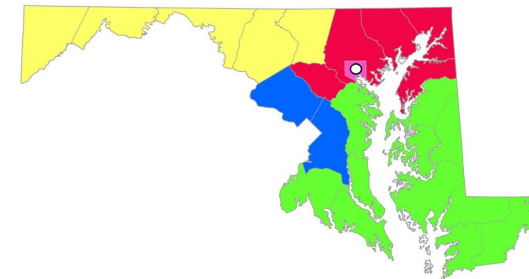
*“Volunteering at WTC’s Nearly New Shop has been a perfect transition for me from staff member to Volunteer retiree. Being here combines my interests and goals: helping students find clothes to meet their needs and working with Work Readiness students who are learning customer service skills by serving other students.”* – **Therese Parr, Nearly New Shop**

# FISCAL OBSERVATIONS

**How did you start volunteering with DORS? /** *was laid off in 2014 and started working with Family & Children's Services and was directed to work with DORS. How long have you been with DORS? A year and 2 months. Tell us a little about yourself. I was an art major and music minor at Mount Ida college. I worked in cosmetology. I'm from Philadelphia and I moved to Delmarva before settling near Baltimore. What is your favorite thing about volunteering here? Interacting with the students and getting to encourage people. Do you have any advice for future volunteers? Treat people the way you would like to be treated; and treat the customers as though they were family! What qualities make a good volunteer? Patience, empathy, ability to listen. Also being able to offer assistance while helping students retain their dignity and sense of self. Any future goals or aspirations for your time or position as a volunteer? To increase the quality and types of merchandise celebrating students' dignity and accomplishments like graduation.*

## Volunteer Hours/ \$ contributed

1,204 - \$32,074.56	Region 1: Western Maryland
468 - \$12,467.52	Region 2: Southern Maryland & Lower Eastern Shore
2,688.5 - \$71,621.64	Region 3: Baltimore City
2,480 - \$66,067.20	Region 5: Central Maryland & Upper Eastern Shore
76 - \$2,024.64	Region 6: Washington Metro
2,226.5 - \$59,313.96	Workforce and Technology Center / Headquarters



Total Volunteer Hours – 9,142.5  
Valued at \$26.64 per hour\*

Total \$ contributed for 2016:

# \$243,556.20

\*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 2015. Site was accessed on 3/3/17.

# CHARITABLE PROJECTS



- DORS, including DDS, **raised \$333** for the American Cancer Society through Lee National Denim Day.
- DORS hosted a blood drive in July which yielded **16 viable donors** which can save up to **3 lives** each.
- MSDE raised **\$63,629.00** in this year's Maryland Charity Campaign which DORS made a substantial contribution towards

# VOLUNTEER PROFILE

We spoke with Ms. Marcia Speller and interviewed her about her experiences as a DORS volunteer as well as asking her for insights and advice to future volunteers. Here's what she had to say...



# YOUTHWORKS

Youthworks is an initiative of the Mayor's Office of Employment Development. DORS partners with OED to provide Baltimore City youth with positive workplace experience so that they can try out a variety of careers to make more informed decisions when planning their futures.

Here the Youthworkers are pictured receiving their certificates of completion from Steven Serra, the Director of Human Resources for the Maryland State Department of Education. The Youthworkers were invited to a luncheon at MSDE headquarters to share what they had learned from their work experiences!



Carroll Barnes IV is another returning Youthworker. During his presentation he announced this would be his last summer with the program as he was heading off to college in the fall!



This was Tyishawn Thomas Kyle's first time as a Youthworker but he got plenty of helpful tips and guidance from his fellow Youthworkers! He acclimated quickly and made a great addition to the team!



Jasmine Johnson is a returning Youthworker, who has worked in the DORS mailroom helping to deliver and sort mail!

