

Division of Rehabilitation Services
Volunteer Services
Annual Report 2014

Page 2

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

Page 3

Fiscal Observations

Graphic: Color coded map of Maryland denoting the 6 DORS regions and WTC.

- Region 1: Western Maryland = 469 volunteer hours, worth \$11,926.07.
- Region 2: Southern Maryland = 916 volunteer hours, worth \$23,293.88.

- Region 3: Baltimore City = 2928.5 volunteer hours, worth \$74,471.76.
- Region 4: Eastern Shore = 605.5 volunteer hours, worth \$15,397.87.
- Region 5: Central MD = 1,468 volunteer hours, worth \$37,331.24.
- Region 6: Washington Metro = 6,778 volunteer hours, worth \$172,364.00.
- WTC/Headquarters = 3,209.75 volunteer hours, worth \$81,623.94.

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 and adjusted individually for each state based upon data collected in 2013. Site was accessed on 2/13/15

Page 4

Fiscal Observations

Graphic: A pie chart depicting the volunteer hours broken out by region as detailed on the previous page.

Page 5

Charitable Projects

- Lee National Denim Day
- Maryland Charity Campaign
- 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: Lee National Denim Day

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: Maryland Charity Campaign

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

- Maryland Rehabilitation Conference
- Friends of WTC
- State Supervisors Meeting Basket Raffle
- Volunteer Appreciation Luncheon

Volunteer Appreciation Luncheon

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.

McKenna's Korner

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!

Nearly New Shop

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!

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."

Quotes

“It is a pleasure to have my Senior 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 Senior 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, Eastern 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, Eastern Baltimore County

Page 15

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!

Page 16

So Long 2014!

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

Page 17

- 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

DORS Administrative Office & Headquarters, Office of Field Services, Office for Blindness & Vision Services and the Workforce & Technology Center are located at:

2301 Argonne Drive, Baltimore, Maryland 21218-1696

Phone: 410-554-9442

Toll-free: 1-888-554-0334

Video Phone: 1-866-371-3614 / 443-453-5981

dors@maryland.gov

www.dors.maryland.gov

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.

This publication is available in alternate formats.

Copyright 2014 MSDE Division of Rehabilitation Services

The Division of Rehabilitation Services does not discriminate on the basis of race, color, sex, age, national origin, religion or disability in matters affecting employment or in providing access to programs.