

2017 DORS Annual Report

Promoting the Employment, Economic Self-Sufficiency, Education,
and Independence of Individuals with Disabilities
dors.maryland.gov

Message from the Assistant State Superintendent and the Chair of the State Rehabilitation Council

We are proud of the work accomplished by the Maryland State Department of Education's Division of Rehabilitation Services (DORS) to assist Maryland citizens with disabilities. Through the Vocational Rehabilitation Program and the Disability Determination Services, DORS served almost 97,580 individuals with significant disabilities.

DORS recognizes our many partners: other State and federal agencies, schools and institutions of higher education, community rehabilitation programs, workforce agencies, and businesses. We thank you for your extraordinary work, commitment, innovation, and collaboration. Together we have helped students, youth, and adults with disabilities achieve their goals and their dreams of employment, self-sufficiency, and independence in their communities.

DORS and the Maryland State Rehabilitation Council (MSRC) are committed to continuing to provide outstanding public service to our customers. We are excited about the opportunities to innovate and expand programs, continue the successes of our programs and our customers, and provide quality services.

Sue Page, Assistant State Superintendent
Jeff Moran, Chair, Maryland State Rehabilitation Council

THE NUMBERS

Expenditure of Funds

Vocational Rehabilitation Services: \$54,153,681
Disability Determination Services: \$34,104,944
Administration: \$8,419,570
Pre-Employment Transition Services: \$4,057,305
Business Enterprise Program for the Blind: \$2,716,517
Total Expenditure of funds: \$103,452,017.

Personal Rehabilitation by Occupation at Case Closure

Service: 876
Clerical, Sales: 518
Production, Construction, Operating, Materials Handling: 254
Professional, Technical, Managerial: 196
Farming, Fishery, Forestry: 5
Vending Operator/Worker: 2
Miscellaneous: 1
Total Personal rehabilitation by occupation at case closure: 1,852.

Source of Funds

Federal Matching Funds: \$45,966,629
Federal Non-Matching Funds: \$40,074,724
State Fund: \$14,661,510
Special Funds: \$2,749,153
Total funds: \$103,452,017.

DORS, Starbucks, CCBC Partner for Inclusion Academy!

Two 6-week Barista Retail Trainings were held at DORS' Workforce & Technology Center. First, trainees saw hands-on demonstrations and learned about Starbucks' philosophy and values from Starbucks' team members. Next, a Community College of Baltimore

County (CCBC) instructor used the Department of Labor's Skills to Pay the Bills curriculum to teach soft skills. Other sessions included: guest speakers, resume writing practice, and professional networking experiences. The Academy concluded with 20 hours of Barista training at the Starbucks Community Store in Baltimore. Additional Barista Retail Trainings are scheduled for 2018.

Some signature features of the Academy are:

- It is the first retail Barista training program in the nation specifically for vocational rehabilitation consumers; other states plan to replicate this program.
- The program incorporates DORS' "dual consumer" model: job seekers with disabilities, and businesses seeking job-ready individuals.
- The program is open to all DORS consumers, but primarily the participants have been transitioning youth.
- Since the program began in June 2017, there have been 11 graduates, 10 of whom have secured employment.

"Everyone helped me out...it made me think more positively of myself and showed me I can do things that others said I can't do. It's been kind of awesome!" - Starbucks Barista Keith Stewart

SUCCESS PATHWAYS

The DORS Pathways program provides additional supports to college students on the autism spectrum by assisting students with: self-advocacy, communication, and organization skills, and by helping them to identify campus resources. Pathways staff also provide education and support to college personnel regarding working with students on the autism spectrum.

Thirty-four students participated in Pathways in 2017:

- Community College of Baltimore County (CCBC) Essex – 4
- CCBC Catonsville – 6
- Howard Community College – 4
- Montgomery College Rockville – 20.

Fifteen new consumers entered Pathways and 7 exited, completing their Associates degrees in 2017.

Pathways helps students find success during and after college.

Julian Johnson is a student at CCBC, Catonsville where he is in his third semester and majoring in Mass Communication. To hone his mass comm skills, Julian has joined CCBC's New Media Collective and begun Julian's Rockin' Radio Podcast where he's been working on a heavy metal series, producing 5 podcasts during the 2017 school year. His professor, Beth Baunoch, says Julian understands what it takes to create a quality podcast: "You have to do all the pre-work...and the editing. It has to be produced and sound professional." Julian works with DORS Autism Services Specialist Whitney Gray and is grateful that she encouraged him to join the New Media Collective.

Zachary Rothfeld is a May 2017 Montgomery College graduate, a former Pathways participant, and employed as the concierge at the Bender JCC of Greater Washington. His supervisor, Jonathan Levine, has high praise for Zack: "Zack is very good at keeping his cool under pressure." Zack says Pathways helped him develop his social and workplace soft skills: "I learned to communicate more and open up more." Jonathan notes that Zack works on Sundays, the busiest and least staffed day at the JCC, but handles the front desk with ease. Zack says with a smile, "It's just another work day."

BUSINESS SERVICES

- 1,151 Maryland businesses found the talent they needed as a result of DORS services; 251 businesses hired more than one DORS job seeker while 44 businesses hired 5 or more.
- DORS Business Services staff provided 377 direct services to Maryland businesses, including recruitment assistance, disability training, and information and technical assistance on hiring and tax incentives.

MARYLAND DISABILITY DETERMINATION SERVICES (DDS)

- Adjudicated 72,611 Disability claims.
- Partnered with the Social Security Administration (SSA) and Johns Hopkins Hospital to roll out the new Health IT Partnership on June 30, 2017.
- The DDS Baltimore Cooperative Disability Unit was recognized, in July, 2017, for the actions the unit took to combat fraud, waste and abuse in the SSA's Disability programs.

OUTREACH, EDUCATION, PARTNERSHIP

- DORS staff participated in approximately 100 outreach and educational events to promote awareness of DORS services and improve WIOA partnerships.
- DORS partnered with: the ADA Leadership Network, the Anne Arundel County Career Center, Maryland Apprenticeship 2.0, the Charles County Job Developers Alliance, CVS, the Maryland Department of Labor, the Kennedy Krieger Fellowship, Explore VR, the Interagency Transition Council, Project Search, and many other workforce development organizations to enhance education and career preparation

services for adults, students, and youth with significant disabilities.

Maryland State Department of Education
Division of Rehabilitation Services

A proud partner of the American Job Center network.

Larry Hogan, Governor

Andrew R. Smarick, President, Maryland State Board of Education

Karen B. Salmon, Ph.D., State Superintendent of Schools

Suzanne R. Page, Assistant State Superintendent, Division of
Rehabilitation Services

Maryland State Department of Education

Division of Rehabilitation Services

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dors.maryland.gov

DORS field and OBVS counselors are located in over 20 field
offices throughout Maryland. To find the nearest one, contact
DORS headquarters or visit dors.maryland.gov.

Disability Determination Services

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