

Annual Report 2018



Promoting the Education, Employment, and Economic Self-Sufficiency of Students, Youth, and Adults with Disabilities

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



2018 was a year of transition for the Division of Rehabilitation Services (DORS) and the Maryland State Rehabilitation Council (MSRC). During 2018, Sue Page, DORS Director for the past eight years, retired after 44 years of State service. In addition, MSRC Chairperson Jeff Moran's eight-year tenure with the MSRC came to end. DORS new Director is Scott

Dennis, who is the Acting Assistant State Superintendent, and the new MSRC chairperson is Anil Lewis. Scott has been DORS Director of Administration and Financial Services since 2001 and has been with the Division since 1990. Anil Lewis is the Executive Director of the National Federation of the Blind's Jernigan Institute. Both leaders are strong advocates for promoting the employment, economic self-sufficiency and independence of individuals with disabilities.

A continued part of the transformation of vocational services under the Workforce Innovation and Opportunities Act (WIOA) is the growth in the number of students with disabilities served under Pre-Employment Transitioning Services (Pre-ETS). School students with a disability who are between the age of 14 and 21 are eligible to receive Pre-ETS; DORS went from serving 418 students in 2016 to serving close to 3,640 students in 2018. To provide new services to this size population, DORS closely collaborates with schools, community rehabilitation partners, and local workforce agencies to provide the required services.

We are proud of the work we have done over the past year to provide services to 93,363 individuals with significant disabilities through Disability Determination Services and our vocational rehabilitation and pre-employment transition programs. DORS and the MSRC work collaboratively to provide outstanding customer services to the citizens of Maryland. Working together we look to develop and expand opportunities, and provide the necessary skills, to the workforce of today and tomorrow.

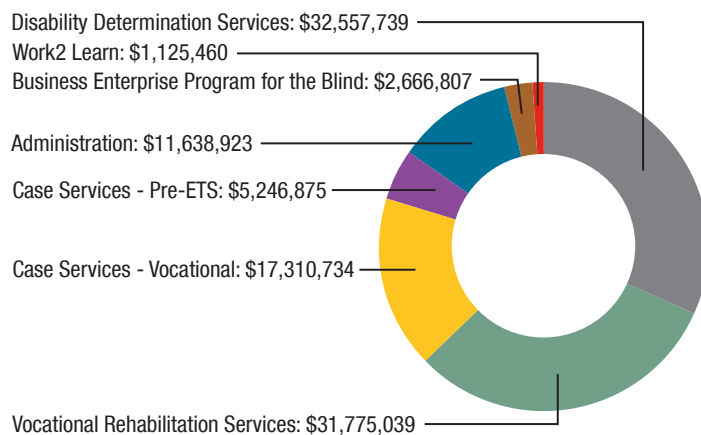
Scott Dennis
Acting Assistant State
Superintendent

Anil Lewis
Chair, Maryland State
Rehabilitation Council

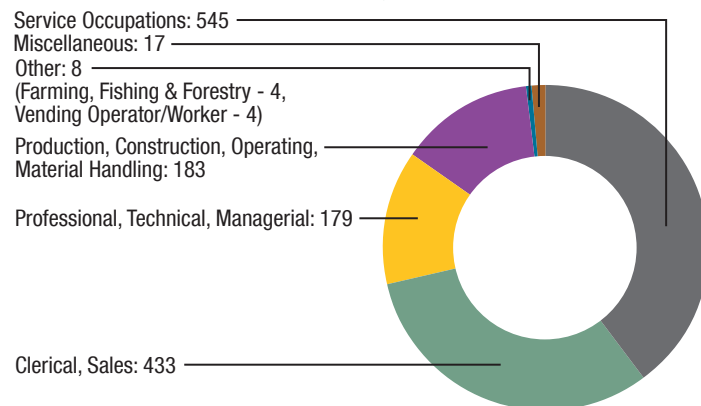


The Numbers

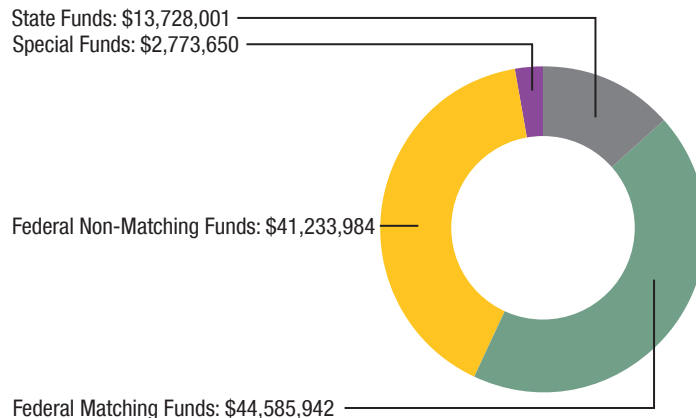
EXPENDITURE OF FUNDS Total \$102,321,577



PERSONS REHABILITATED BY OCCUPATION AT CASE CLOSURE Total: 1,365



SOURCE OF FUNDS Total \$102,321,577





MARYLAND STATE
REHABILITATION COUNCIL

December 18, 2018

As Chair of the Maryland State Rehabilitation Council (MSRC), it is an honor to serve the people of Maryland. The MSRC is the people's champion for employment of Marylanders with disabilities, for enhanced awareness of the capabilities of students, youths, and adults with disabilities, and for promotion of State and national policies that support those goals.

The MSRC is appointed by the Governor of Maryland, in compliance with federal law, to monitor, advise and oversee the Maryland State Department of Education's Division of Rehabilitation Services (DORS). Established in the Rehabilitation Act of 1973, as amended, the Council reports its findings annually to the U.S. Department of Education's Rehabilitation Services Administration, the Governor of Maryland and, most importantly, the people of Maryland.

For the fiscal year 2018:

- **Supported Employment and DDA Agreements**

Leadership from Maryland's Division of Rehabilitation Services (DORS) and the Developmental Disabilities Administration (DDA) met on June 21, 2018 to officially sign an updated Memorandum of Understanding (MOU) between the two State Agencies. The MOU outlines joint definitions, agency responsibilities and ongoing collaboration efforts to increase employment outcomes for people with disabilities. Since the signing of the MOU, the agencies worked together to provide a joint webinar as well as regional town halls to outline and highlight items of interest for providers, school systems, and DDA and DORS staff.

- **Customer Service Survey**

DORS and the MSRC collaborated on, and implemented, a new Customer Satisfaction Survey. On a quarterly basis, DORS surveys a random sample of eligible individuals with open cases and all individuals whose cases were closed during the previous quarter after receiving services on an Individualized Plan for Employment. These surveys are both mailed and sent by email, and individuals have the option to respond on-line or by telephone. Individuals who wish to provide feedback when survey responses are not currently being collected may also email DORS. Additionally, DORS management facilitates responses to customer surveys when follow-up is requested; otherwise, survey respondents may remain anonymous.

- **Waitlist**

As a result of initiatives completed during FY2017, DORS has continued to move consumers off of the waiting list on a monthly basis. Between January and August 2018, 362 individuals were moved to active case status to begin working toward employment goals. These cases contained Application dated between April and December 2016.

In June, DORS contacted approximately 1,300 clients to determine continued interest in receiving DORS' services. Contact was made by headquarters staff using a variety of methods, including mass emails, letters, and phone calls. As a result, the open pending caseload was reduced by 586 individuals that either no longer needed DORS services or did not respond to multiple modes of communication.

At the close of FY2018, the DORS waitlist was reduced to 2,314 individuals who continue to remain interested in DORS services, representing a 14% decrease from the waitlist total (2,693) at the end of FY2017.

In closing, I would like to commend DORS for its commitment to the employment needs of people living with disabilities and also for its transparency to the people of Maryland through its partnership with the MSRC.

Sincerely,



Anil Lewis, Chair, Maryland State Rehabilitation Council

By The Numbers

In 2018, the Division of Rehabilitation Services (DORS):

- Provided services to nearly 22,000 individuals with significant disabilities.
- Prepared 7,299 students with disabilities to move from high school to employment, higher education or career training through vocational rehabilitation (VR) services. The agency also provided Pre-Employment Transition Services to an additional 3,640 students. Forty-two percent of the individuals served by DORS are between the ages of 14 and 24.
- Personnel and programs helped 1,365 Marylanders with significant disabilities to become successfully employed. This number reflects changes related to the Workforce Innovation and Opportunity Act.
- DORS Business Services staff provided 3,935 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)



- DDS adjudicated 67,873 disability claims.
- The Scheduling Unit generated 49,674 consultative examinations.
- The Medical Relations Office (MRO) has promoted electronic exchange of evidence to multiple Maryland public school jurisdictions. Currently 10 jurisdictions are onboard with all schools receiving requests electronically, and four jurisdictions are close to 100% participation.
- MRO partnered with Virginia MRO presenting at the National Association of Disability Examiners National Conference on the technical advances in the exchange of medical evidence.

HELPING YOUTH WITH DISABILITIES

42% of DORS consumers are between the ages of 14 and 24. DORS offers two programs to help youth with disabilities:

- **Pre-Employment Transition Services (Pre-ETS)** for students at least 14 years old and no more than 21.
- **Vocational Rehabilitation (VR)** services for students and young adults beginning in their next-to-last year of high school.

In FY 18:

- Helped **7,299 students** move from high school to employment, higher education or career training through VR services.
- **3,640 students received Pre-ETS. This was a 168% increase from FY17 to FY18.**
- In FY 2018, DORS spent a total of **\$6,780,818 on Pre-ETS.**
- **55% of consumers served at the DORS Workforce & Technology Center were between the ages of 20 and 29, and 16% were between 16 and 19.**



MARYLAND DORS: OPEN FOR BUSINESS

- **DORS Business Services staff provided 3,935 direct services to Maryland businesses, including recruitment assistance, disability training, and information and technical assistance on hiring and tax incentives.**
- **DORS staff participated in 134 outreach/educational events to promote community awareness of DORS services and improve WIOA workforce partnerships.**

CVS RETAIL TRAINING PROGRAM

DORS' **Workforce & Technology Center's (WTC)** continued development of customized training programs. Customized training gives DORS consumers the tools they need to grow with top employers and fill businesses' needs. And, customized training fits our dual model of serving Marylanders with disabilities, while simultaneously helping Maryland businesses recruit and keep qualified, valuable employees.

The **CVS Retail Training Program** started in January 2018 and two more classes were held in 2018. A Community College of Baltimore County (CCBC) instructor helped develop the curriculum and ran the four weeks of classroom instruction and mock store training at WTC. The students then moved on to six weeks of in-store work experiences at area CVS Pharmacy stores.

Seven graduates have been hired to work at CVS retail outlets, one graduate was hired at another retail business, and three participated in and completed externships in CVS stores and expect to be hired soon.

DORS is now working with CVS to develop a CVS Pharmacy Technician training apprenticeship program.



CUSTOMER SERVICE SURVEYS

During the 2016 Comprehensive Statewide Assessment, DORS consumers said that they wanted to give feedback on DORS services. In response, DORS began using a new **Customer Satisfaction Survey** developed in collaboration with the Maryland State Rehabilitation Council (MSRC).

Each quarter, DORS surveys a random sample of eligible individuals with open cases and all individuals, on an Individualized Plan for Employment, whose cases were closed during the previous quarter.

The surveys are mailed and emailed, and individuals may respond on-line or by telephone. DORS management responds when follow-up is requested; otherwise, survey respondents may remain anonymous.



Initial outcomes:

- 755 responses were received from FY 18 surveys sent during April, July, and October.
 - o 59% of respondents had open cases.
 - o 41% of respondents had closed cases.
- 78% agreed they learned about the DORS process, their rights, and their next steps during the DORS application process.
- 84% agreed their counselor involved them in making their employment plans.
- 76% agreed that they were satisfied with their employment outcomes.
- 71% agreed they would recommend the DORS program to a friend.



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Larry Hogan, Governor

Justin M. Hartings, Ph.D., President, Maryland State Board of Education

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

Scott Dennis, Acting Assistant State Superintendent, Division of Rehabilitation Services

Maryland State Department of Education 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 / 443-798-2840 • 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 P.O. Box 6338 Timonium, Maryland 21094-6338

Phone: 410-308-4500 • Toll-free: 1-800-492-4283 • md.dd.timonium.dds@ssa.gov

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The Vocational Rehabilitation program receives 78.7 percent of its funding through a grant from the U.S. Department of Education. For Federal fiscal year 2018, the total amount of grant funds awarded were \$45,187,945. The remaining 21.3 percent of the costs (\$12,230,029) were funded by State appropriations.