

Celebrating
75 *years*
of Public Service
in Maryland



MARYLAND STATE DEPARTMENT OF EDUCATION
DIVISION OF REHABILITATION SERVICES



Maryland State Department of Education
Division of Rehabilitation Services

Central Office:

2301 Argonne Drive
Baltimore, MD 21218

888.554.0334
410.554.9385
410.554.9411 (TTY)

www.dors.state.md.us

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MARYLAND DIVISION OF REHABILITATION SERVICES VISION, MISSION, AND CHARGE

Vision

Our shared vision is that the State of Maryland is the best place in our nation for persons with disabilities to live, work, and raise a family. Individuals with disabilities are welcomed, fully included and actively participate in all Maryland communities.

Mission

The mission of the Division of Rehabilitation Services is to provide leadership and support in promoting the employment, economic self-sufficiency, and independence of individuals with disabilities.

Charge

Our charge is to maintain and enhance opportunities for individuals with disabilities by:

- Promoting employment and independent living through the administration and development of the State's rehabilitation services program
- Maximizing independence and self-sufficiency through the administration and development of the State's disability determination services program
- Promoting empowerment and inclusion in all of Maryland's communities
- Building collaborative relationships with public agencies, private organizations, employers, and community groups
- Fostering a skilled workforce that reflects the diversity of Maryland's communities and the people we serve

Division of Rehabilitation Services

CELEBRATING 75 YEARS OF PUBLIC **SERVICE**



Retired Maryland Business Enterprise Program for the Blind business counselors Norma Rentz and Tom Mumej

“DORS is probably the single agency in the state that continues to provide services necessary to restore individuals with disabilities to their true potential.”

—Myron Wotring

Mr. Wotring began his DORS career in 1960 as a VR counselor and retired in 1981 as Region 6 Director.

“The single most proud moment came...when you took a new vendor to his or her first facility and, after completing the transfer process, handed them the keys and became their first customer.”

—Tom Mumej

Mr. Mumej worked as a business counselor for Maryland Business Enterprise Program for the Blind from 1973 to his retirement in 2001.

Celebrating 75 Years

When DORS staff and retirees reflect on the influence DORS has had on Maryland citizens with disabilities, they talk about an agency that is--above many things--unique.

They describe a place that has allowed people with disabilities to make decisions about their employment goals. They recall colleagues with unwavering belief in the value of every person. They take pride in their association with a state agency that helps people grow and learn at an individualized pace, with the guidance of trained and committed counselors and support staff.

Throughout 2004, DORS staff and retirees will gather at regional 75th anniversary celebrations. Most likely, they will pore over long-forgotten photos and documents and reminisce about particularly inspiring colleagues and consumers.

Undoubtedly, they will also look to the future. DORS has helped people with disabilities join the workforce for the last 75 years. It will continue to be an agency that people can count on for many years to come.

2003 Annual Report

DORS kicked off its yearlong 75th Anniversary celebration during the Division of Rehabilitation Services/Maryland Rehabilitation Association training conference in November 2003. Several weeks later, 200 staff and 25 retirees gathered at the Workforce & Technology Center for a holiday celebration and reunion.



A. An appreciative audience at 75th Anniversary kick-off



B. Retired Personnel Administrator Lowell Dykes with current Personnel Administrator Linda Watts

of Public Service



C. Three retired DORS counselors (l to r) Jerilyn Fowler, Lois Berry and Jim Fitzsimmons



D. Three DDS directors: (seated) Myrtie Adkins, Joe Onder (l) and current director, Kathi Thompson



E. Mark Stancil (l) retired Maryland Rehabilitation Center director, with his wife, Joan (center) and Marion Heil, retired Personnel Director, Human Resources Management Branch

Division of Rehabilitation Services

January 2004

The Honorable Robert L. Ehrlich, Jr.

Governor of the State of Maryland
State House
Annapolis, Maryland 21401

Dear Governor Ehrlich:

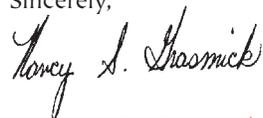
It is my pleasure to present you with the Annual Report for federal fiscal year 2003 for the Maryland State Department of Education, Division of Rehabilitation Services (DORS). The DORS mission is to promote the employment, economic self-sufficiency, and independence of Marylanders with disabilities.

The Division of Rehabilitation Services is an important presence and resource in Maryland communities. This past year nearly 2,900 people with disabilities went to work after participating in DORS vocational programs. The DORS disability determination unit adjudicated over 58,000 claims for Social Security disability benefits. Over 1,400 persons with the most significant disabilities received independent living services assuring inclusion and access to Maryland communities.

Fiscal year 2003 was a particularly challenging year as employment opportunities lagged behind the economic recovery that is taking hold in Maryland. As the demand for services grew, DORS staff responded to the challenge by demonstrating their commitment to outstanding public service. Timely and accurate decisions for federal disability benefits were made for those individuals unable to work. At the same time, DORS provided guidance and counseling, career and technical training, assistive technology, and other specialized disability services that assured persons with disabilities greater employment and community participation.

We are proud of how persons with disabilities, the State Rehabilitation Council, DORS staff, our community providers, and employer partners all contribute to the quality and vitality of life throughout Maryland.

Sincerely,



Nancy S. Grasmick

State Superintendent of Schools

DIRECTOR'S MESSAGE

As we begin our 75th year of public service to Maryland's citizens with disabilities, we do so with both a distinguished history and, most importantly, a bright and unlimited future.

In 1929, R.C. Thompson became the first director of Maryland's public vocational rehabilitation program. At the end of that first year, 79 people were participating in services. The following decades brought events that shaped public vocational rehabilitation, as we know it today. Some of these--the Depression and several wars--were tumultuous. Others, such as the passage of the Americans with Disabilities Act, were triumphant. Throughout it all, this agency developed a reputation for quality, personalized services and an unwavering commitment to people with disabilities in Maryland.

This year, a staff of 700 continued this tradition. Of the thousands of people they served, 2,895 achieved and maintained employment as defined by federal law. An additional 1,573 were working at the close of the program year. The DDS made decisions about 58,554 Social Security disability claims.

Throughout 2004, DORS will join with our partners, friends & colleagues to celebrate these 75 years of public service. Now, and in the coming years, we will uphold cherished traditions while changing to meet the needs of today's and tomorrow's consumers.

During our celebrations, we recognize the tremendous contributions of employees who have served the Division throughout the years. We also remember our partnership with numerous community organizations that has been, and will continue to be, the cornerstone of public rehabilitation services in Maryland. We are grateful for the ongoing support of the Maryland State Board of Education. Finally, we salute the important leadership and collaboration of the Maryland State Rehabilitation Council during the past 10 years.

Thank-you to our consumers, our staff, our community providers, and our employer partners for helping us to build a remarkable state agency.



Robert A. Burns

Assistant State Superintendent
In Rehabilitation Services

Division of Rehabilitation Services

AT YOUR SERVICE — DORS STAFF

DORS operates three businesses: the public vocational rehabilitation program, the Workforce and Technology Center and the Disability Determination Services. For 75 years (and counting!) DORS staff has carried on a tradition of public service that has earned the respect of consumers and families, legislators, and service providers.



A. Abby O'Neill, Tonya Stellar and Claudette Pridgen, Rehabilitation Counselors, DORS Glen Burnie



B. Martha Brunson, Roslyn Thomas, and JoAnne Black, DORS Baltimore City

C. Jeff Wyatt, Unit Supervisor, DORS Baltimore City

D. J.D. Hayes, Penny Sykes, and Millie Gray, Rehabilitation Counselors, DORS Baltimore City

E. Tom Rothrock (l), Teacher for the Blind; Jim Wilhide, Unit Supervisor, DORS Hagerstown

F. Gloria Ojukwu and Sarah Davis, Claims Examiners, and Betty Dickson, Fiscal Accounts Clerk, DDS

G. Karen Duehring, Rehabilitation Counselor; Tyrone Allen, Agency Buyer and Steven Downs, Rehabilitation Counselor, DORS Towson regional and local offices

H. Cheryl Wolfe, Administrative Support, DDS



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I. Seated (l) Robin Sterner Administrative Support; Marcia Rohrer, Unit Supervisor. Standing (l to r) Sharon Plump, Rehabilitation Counselor; Joan Taylor, Administrative Support; Allen Sullivan, Rehabilitation Counselor, DORS Westminster

J. Norma Bailey, Gale Nicholson, Administrative Support, DDS

K. Bob Burns, DORS Director

L. WTC Cosmetology Instructor Lee Rinehart with Jennifer Walser

M. (standing left to right) Carolyn Everly, Richard Fellin, Jane Owens, and Rosemary Lareau. Seated, l to r are: (l) Melissa James, Therese Parr and Patty Reichart



N. DORS Cambridge and Salisbury field office staff

O. Jim Evans, Supervisor, and Charles Somuyiwa, Case Manager, WTC case management services

P. Laura Smith, Interpreter and Sandy Digennaro, Administrative Support, WTC

DORS Public Vocational Rehabilitation Program

In February, 1929 a new state law established the Maryland Division of Vocational Rehabilitation, and placed it under the direction of the State Board of Education.

When signing the bill, Governor Albert C. Ritchie predicted, “this Act could cost the state \$100,000 a year some day.” Governor Ritchie seemed to know that the need for such a service was great and would continue to grow. Indeed, today’s vocational rehabilitation budget exceeds \$92 million.

Over the years, the Division has touched countless lives. In many important ways, practices developed in those early days of rehabilitation have become time-honored traditions. These include expert vocational

guidance, meaningful programs and services and personalized follow-up.

Today, the vocational rehabilitation program continues to evolve to meet the needs of people with disabilities who want to work or remain on the job. In addition to traditional service delivery, DORS is actively involved in specialized grant projects to move people with disabilities from public benefits to employment, to enhance literacy skills and to prepare students with disabilities for high-tech careers.

The public vocational rehabilitation program now operates in more than 20 field offices. People can also access DORS services through representatives in several multi-purpose government buildings and in most Maryland One-Stop Career Centers.

Ceandra Scott remembers day one of her participation in “Coach Me Now,” a systems change grant program administered by DORS that helps people with disabilities who get public benefits go to work.

She saw DORS counselor Amy Blandford take her place in front of the audience and begin: “If you are not interested in working, you are in the wrong place.” Ceandra says she was struck by Ms. Blandford’s plain-spoken approach.

By all accounts, though, Ceandra was interested.

She was ready to move beyond addiction and to take proper care of her rheumatoid arthritis. While working for political consultants and campaigns, she had developed many skills. But years out of the mainstream had left her with barriers to new employment. Although determined to start a new life, she had to face financial, housing, child care and transportation issues. Ceandra says it was across-the-board support from Coach Me Now that made the difference.

“Amy discussed each of the problems with me. She was a coach. I never had anyone talk with me about all of it at the same time,” says Ceandra. The Coach Me Now program is designed for just such collaboration among consumers and service providers such as the Department of Social Services. Slowly, she chipped away at the barriers with a combination of professional advice and self-determination.

She had come to the program with a well-developed resume and soon spotted an ad for a management analyst at BearingPoint, a global consulting company. Bearing Point managers were impressed with her skills and her determination. They were willing to make

SYSTEMS CHANGE GRANT NOW IMPACTING SERVICE



Ceandra Scott (c) loves her new job. She is pictured here with (l) Alison Betz, Practice Administrator at BearingPoint and Amy Blandford, DORS Leonardtown.

some accommodations with flexible scheduling and a modified chair to insure success.

Her life has changed: “I’m going on vacation this year. For the first time, I’m living on my own. I’m used to being broke, but no more!” But the most important things, she says, are harder to measure. “The thing that stands out is the restoration of my confidence.”

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REGION 1 FORMS GROUNDBREAKING FEDERAL PARTNERSHIP



Everyone is expected to win in a federal-state partnership between DORS Region 1 and the US Department of Agriculture's Farm Service Agency. The USDA Farm Service agency has involved DORS consumers in educational programs about federal employment, informational and mock interviews, mentoring, field trips and unpaid work experience. USDA officials sponsored an introductory program in Fall, 2002 for 18 DORS consumers. Contributors included (l to r) Robert Grant, Vince Encinias (USDA), Roger Deason, Carol Haig (DORS) and Cleatus Robinson, Deborah Eyer (USDA). The Maryland Rehabilitation Association honored the Farm Service Agency with its annual Organizational Award in November, 2003.

DORS STEPS IN TO ASSIST DISPLACED BLACK & DECKER WORKERS WITH DISABILITIES

DORS counselors Bob Brannock and Melissa Pemberton (Easton and Salisbury) built a long-time partnership with Black & Decker in Easton. So when the company shuttered its plant last December, the workforce included many workers with physical and cognitive disabilities as well as many who are deaf and hard-of-hearing.

Months before production stopped, DORS, the Upper Shore Workforce Investment Board, the Talbot County Chamber of Commerce, and Black & Decker provided special assistance to over 25 dislocated workers with disabilities.

Some services were delivered in the Board's new satellite-powered mobile training center. Pictured inside are: (l) Harvey Davis, then-DORS Region 4 Director; Melissa Mackey, Upper Shore Workforce Investment Board and Jack Smith, DORS/BLN.



SUPPORTED BUSINESS ENTERPRISES CALL ON IMAGINATION, TEAMWORK



Randi Pennenburg, along with her father and a family friend, opened Randi's Catering, one of the first supported business enterprises.

At many neighborhood athletic events, drink and snack vendors are hard to come by. Joel Pennenburg and some friends apparently thought so, but Mr. Pennenburg also saw a business opportunity for his daughter Randi. Within months of his brainstorm, Randi's Catering became one of the state's first supported business enterprises. Supported business enterprises help people with developmental disabilities to become self-employed.

Randi's Catering sells hot dogs, snacks, ice cream and snow cones at Howard County happenings, including sports tournaments, county events, and business openings. Randi's DORS Counselor, John

Stem (Ellicott City) and the Division's Reach Independence Through Self-Employment (RISE) program, directed by Morris Tranen, supported her throughout the rehabilitation process.

Randi's Catering is typical of the kind of supported business that brings success—a well thought out business plan, a marketable product or concept and strong family or business partner support. Ms. Pennenburg operates the cart, but several business partners—including her father, the Howard County ARC and a family friend who operates a sports management business—oversee business operations such as marketing, purchasing and planning.

2ND ANNUAL STATE CONFERENCE GUIDES INDIVIDUALS WITH DISABILITIES TOWARD SELF-EMPLOYMENT



DORS Frederick field office staff volunteered to help host "Make It Your Business." The staff includes (l to r) Karen Younkins, Chris Sweigert, Stephen Roy, Tom Micale. Elona Novitski (not pictured) also helped.



Morris Tranen, director of the RISE Program leads the audience during the 2nd annual conference. He plans to hold self-employment conferences in various areas of the state in the coming years.



Terese Reamer (l) DORS Ellicott City confers with business owner Trinette Chase.

Close to 20 businesses—all operated by entrepreneurs with disabilities—filled the exhibit hall at the Holiday Inn Holiday and Conference Center (Frederick) during "Make It Your Business," the 2nd annual self-employment conference for people with disabilities, held in October, 2003. DORS' Reach Independence through Self-Employment (RISE) Program provides guidance and support services to aspiring entrepreneurs with disabilities.

Potential and current business owners, advocates, families and counseling professionals attended workshops, networking sessions and lectures to get the knowledge and support needed for self-employment and success. Participating owners demonstrated their successful products and services, and provided advice and inspiration.

TICKET TO WORK: NEW WORKING RELATIONSHIPS FOR DORS AND COMMUNITY PARTNERS

The Ticket to Work program became operational in November, 2003 in Maryland. Ticket to Work is a Social Security Administration (SSA) program that helps people who receive Social Security disability benefits return to work. The Ticket program helps people who are interested in working get in touch with employment networks (ENs) that offer employment and other support services. These services could include career assessment services, academic remediation, transportation, job training and placement. Ticket holders decide what services are best for them. The program fosters financial independence, career skill development and consumer choice.

Aretha Canterbury got a head start on the Ticket to Work program, taking on a full-time job in July 2002. She says employment has brought financial independence, goals and many new friends into her life.

She says it was an easy decision: "I went to work so I can get the things I want!"

Not that material items are the only reason she chooses to work. She is now a Social Security employee (instead of beneficiary) and

says she works in a satisfying job, gets health care coverage, sick and annual leave, and has made many new friends.

Since becoming employed, Ms. Canterbury's monthly income has doubled and she plans to keep her eyes open for future career opportunities at SSA. In 10 years, she plans to be still working and to be a homeowner. However, if she becomes unable to work due to medical reasons, she knows that she can return to benefits.

Of course, Ms. Canterbury admits that she also doesn't mind the bragging rights that come with a steady job—of all her siblings, she makes the best salary. "It's nice to have my mother proud of me," she smiles.



Aretha Canterbury thinks many people who receive disability benefits should consider going to work.

DIANE WOOTEN— REHABILITATION AND A SMILE



Katie Perry, DORS Camp Springs, thinks that Diane Wooten's success will continue to grow.

years of receiving SSI benefits. “You can turn to DORS,” she says. “DORS helps you succeed.”

Diane Wooten began working as Melwood's receptionist in October and says she has been smiling ever since.

She worked as an elementary school teacher until she experienced a stroke 8 years ago. After several years of rehabilitation, she wanted to return to the workforce. After referral, she began to work with Katie Perry in DORS Camp Springs field office.

She's now the first face that the public is likely to see when visiting Melwood. She thinks people with disabilities should not stay home and feel sorry for themselves. She couldn't wait to become employed again, after several

LYNNE CREDITT GIVES BACK



Baltimore City DORS Counselor Becky Guthrie (l) with Lynne Credit, Park West Medical Center's Outreach Coordinator.

Lynne Credit remembers walking through the door at the Park West

Medical Center years ago, looking for healing and hope after the effects of drug abuse and HIV had taken a toll. Now, as the Center's Outreach Coordinator, she quickly recognizes those who might need some of the same inspiration. She says, “They can look at me and say ‘I can do this.’”

After participating in DORS programs and caring for her health, she now works to help others renew their lives. These days, she has a professional job, collects a good salary and benefits, drives a company vehicle, attends leadership training courses and plans well-deserved vacations. She is quick to point out, though, “It's not about money, it's about making a difference.”

Success Stories



DORS INTERN AND FARM SERVICE AGENCY A GOOD FIT

Elaine Dykes (l) is one of several people who is obtaining valuable work experiences through the partnership between the US Department of Agriculture and DORS. Her supervisor, Amelia Farrell

is pleased with her work as well. Ms. Dykes' field counselor is Anne Wheeley (DORS Prince Frederick.) Ms. Dyke hopes that the internship will result in a paying job.

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SARAH BURTMAN, ONE OF DORCHESTER COUNTY'S YOUNGEST MOST BEAUTIFUL PEOPLE

No one was surprised when Dorchester County selected Sara Burtman for 2003's Most Beautiful People Award. She was a familiar face to many in the county through her volunteer work at Sailwinds Park, a county event venue, at the local YMCA Child Care Center and at many county festivals and events.

Later, no one was surprised when Sara was able to take the skills that she developed through her volunteer activities and qualify for her first full-time job since graduating from high school.

Sara began working as a uniform room operator at the Hyatt Regency Chesapeake Bay Resort, a 400-room luxury hotel and conference facility located on the Choptank River in Cambridge. The hotel employs over 350 people who keep Sara busy. She issues clean uniforms and receives dirty ones, handles guest laundry and keeps the uniform room humming.

Most likely due to her extensive volunteer activities, Sara knows that pitching in where needed makes her a successful and valuable employee. When needed, she makes beds, cleans floors and tidies rooms.

Jeff Dail, her DORS counselor, has worked with Sara since 1999. He thinks that her years of volunteer work helped Sara to prepare for work and were as effective as the more traditional "work



Sarah Burtman's DORS counselor, Jeff Dail (l) says she has great co-workers at the Hyatt Regency Chesapeake Bay Resort. Sarah (c) is pictured with Chuck Vogel, Assistant Executive Housekeeper.

adjustment training" that many students require when leaving high school.

"Sara was persistent, determined and motivated to improve her qualifications to work," says Jeff. "But, as noted in her Maryland's Most Beautiful People recognition, her preparation for working served her community as well."

Disability Determination Services

In 1954, the Disability Determination Service (DDS) became a part of Maryland's public vocational rehabilitation program under an agreement with the Social Security Administration. Despite subsequent changes in laws and regulations, DDS has always performed the same basic, but important, function—to decide if Maryland citizens who file for Social Security disability benefits meet the definition of disability. If so, they may collect Social Security Disability Insurance (SSDI) benefits and/or Supplemental Security Income (SSI).

In those early years, the DDS operated with 2 counselors and a part-time medical advisor. The program has grown

consistently through the years. In 1974, the program boomed with the passage of new SSI legislation. Today, the DDS includes a staff of over 200 disability examiners, administrative support personnel, physicians, psychologists and specialized administrators.

From an agency whose work volume has always been measured in case folders, the DDS today operates from a modern office building in Timonium, and is moving quickly toward completely electronic claims processing. The DDS's primary goal has been, and continues to be, quality and timely decisions for people with disabilities who need to plan for the future.

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A. Paula Baronowski (l), Administrative Support, Hearings Office with volunteers Giulia Motta (seated) and Kevin Miller



B. Psychiatrist and psychologist staff



C. Cheryl Hann, Judy Johnston, Quality Assurance Specialists



D. Melissa Serra, Claims Examiner



E. (l to r): Sabreen Delain, Stella Basinger, Ebony Harris, Kathleen McNelly, Renee Stewart, Administrative Support



F. Chris Sergeant and Melape Korto, Mailroom



G. Kathi Thompson, DDS Director and Brian Beckner, student volunteer

DDS MAINTAINS THE EDGE WITH IN-DEPTH TRAINING

New examiners at the Disability Determination Services (DDS) take part in a fifteen-week training program to prepare to make timely and accurate decisions on claims filed by Maryland citizens for Social Security disability benefits.

Training has always been a DDS cornerstone. Over the years, enhancements have moved the course from the equivalent of six college credits to twelve.

Training incorporates multimedia presentations with lectures. Senior examiners, administrative staff, medical staff and guest speakers provide lectures that cover medical systems overviews, case management techniques, legal aspects of the Social Security program and computer applications.

"Being a DDS examiner is a challenging, but rewarding job for people who like to analyze medical and legal information, interact with



DDS's training class from 2003 (l to r):Angela Barnes, Lanai Byg, Susan Richards, Jeff Ashton, Jill Michels

the public on the phone and continually learn new things," says Kathi Thompson, DDS's director. "The DDS training staff and DDS co-workers will make sure that our new examiners are knowledgeable, comfortable and ready to begin a new career!"

DDS STAFF WELCOMES CONSULTING DOCTORS

DDS staff helped plan and organize a breakfast & information session for some of the community physicians who perform consultative examinations for the agency. Pictured at the event are: Dale Stancil, Division I Program Manager; Richard Carpenter, Chief Hearings Officer; Jolene Rodriguez-Graf and Paul Scott, Claims Examiners.



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Since 1973, thousands of people have taken part in career assessment services, vocational training, specialized medical services, job preparation and placement at the Workforce and Technology Center. The Center prepares people to be competitive in the business world, while delivering personalized services that allow learning in a supportive atmosphere.

Over the years, the WTC has continually evolved. Specialized grant programs have targeted underserved populations such as those with MS and spinal cord injuries. In 1992, the Center opened a new wing to support an expanded Rehabilitation Technology Services (RTS) program and a Community Living Skills Training (CLST) program. Specialized services for people who are deaf/hard of hearing or blind and visually impaired have grown. Today, the Center continues to attract people

The Workforce & Technology Center (WTC)

from all over Maryland who want to become competitively employed or stay independent in their homes and communities.

This past year, WTC greatly enhanced its emphasis on internships. Eighteen consumers participated in the Governor's QUEST Program, designed to match interns with disabilities to experiences in state government. Of these, 5 were hired at the internship site and 6 were employed elsewhere. The Center also expanded the number of students participating in internships following the completion of their WTC training.

WTC EARNS CARF ACCREDITATION WITH DISTINCTION



The Workforce & Technology Center received rave reviews and a three-year accreditation from the Commission on the Accreditation of Rehabilitation Facilities (CARF).

The process culminates in a two-day onsite examination of leadership, service delivery, safety, staff development and accessibility. In the end, reviewers awarded CARF accreditation and had no recommendations for improvement. Only 3% of the country's facilities have undergone this review without resulting recommendations.

CARF recognized the strengths that have made WTC an outstanding place for years. These include:

- Average consumer satisfaction of 3.8 out of a possible 4.0
- A staff with an average of 22 years of employment and a retention rate that exceeds 83%
- Person-centered management
- Employer advisory committees that ensure training programs match industry needs
- A leadership role in setting career assessment standards that are now a nationwide model
- An exemplary model of the spirit of cooperation and appreciation of the rehabilitation process
- Rehabilitation technology that allows people who had not been employable several years ago to enter the workforce or remain independent in their homes

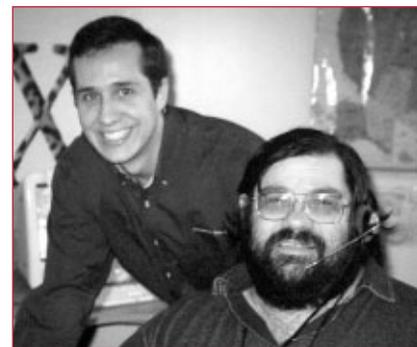
ABSOLUTE QUALITY, INC. FINDS QUALITY IN WTC GRADS

Executives at Absolute Quality, Inc., a Hunt Valley computer support company, say that they have found a solution for locating quality employees through the A+ and Net+ training programs offered at the Workforce & Technology Center in collaboration with the Community College of Baltimore County, Catonsville.

Dave Afdahl of Absolute Quality said that many graduates of other A+ and Net+ training programs have surface knowledge but that the graduates of the WTC and the Community College of Baltimore County, Catonsville demonstrate a better understanding of the equipment and software. He said: "The graduates of this program truly understand what they need to know." Afdahl added that he saves money by not having to advertise and because of the high quality pool of candidates to interview.

He singled out Joel Dubin, a recent WTC graduate, as an outstanding example of what his company is seeking in an employee. Mr.

Afdahl said that Mr. Dubin has an impeccable work ethic and goes beyond what is expected. Afdahl noted that Dubin has been the top seller for the past two quarters in upgraded support services.



Joel Dubin (l) found a new and rewarding career after completing A+ and Net+ training at WTC. His supervisor, Dave Afdahl has high praise for Mr. Dubin and the WTC programs. Dubin says, "WTC is so much more than a training center." Matt Jackson, now a supervisor in DORS Towson field office, was Mr. Dubin's counselor.

JOSHUA SMITH FOLLOWS HIS PASSION FOR CARS



When Joshua Smith visited the Workforce & Technology Center (WTC) three years ago with his South Carroll High School class, he toured the Auto Tech program and realized he wanted to work around cars. After graduation, he worked with Anne Budney (Westminster DORS) to develop an employment plan. This included a Career Assessment at WTC.

Joshua Smith's transition from high school to the work world has included the support of an innovative program at Carroll Community College, as well as DORS and WTC.

Mr. Smith's passion for cars was very evident to John Skleres, WTC Auto Mechanics and Detailing instructor. Mr. Skleres championed Joshua's admission to the Auto Detailing program.

Mr. Skleres said, "He tries hard. He has tenacity when it comes to doing a job. He thrives on the compliments that he frequently receives from customers. In fact, we have customers who request that he work on their cars."

As for his passion about cars, Joshua said, "It is great to be requested. My confidence is very high when I work on cars because this is what I want to do. I look forward to going out to work after I graduate from here."

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PATRICK W. MCKENNA LOBBY DEDICATION AT WTC - **OCTOBER 28, 2003**

Friends and colleagues gathered to dedicate the Patrick W. McKenna Lobby in the Workforce & Technology Center. The WTC entrance has taken on new life, courtesy of the Friends of WTC who provided new furniture, plants and a special display case that commemorates the career of a remarkable leader in vocational rehabilitation and a friend to all.

left: JoAnn Iglehart, retired Region 5 Director and President of the Friends of WTC, credits Charlie Duckworth with constructing the display case that contains the tributes to Pat McKenna.

middle: The current WTC Director, Sue Schaffer, with the first MRC Director, Mark Stancil.

right: Ed Springer (2nd from right), Patrick McKenna's long-time friend, congratulated the first three Patrick W. McKenna interns: (l to r) Laserian Aririele, Deborah Thompson and Annie Green.



WTC EXPERTISE BEAMS ACROSS THE **COUNTRY**

Staff from the country's nine comprehensive rehabilitation programs recently attended in-service training at the Workforce & Technology Center without needing to leave the comfort of their offices.

WTC staff Susan Levi, Taylor McConnaughay and Carol Lewis presented "Assistive Technology for Individuals with Visual Impairments" via a video conference based at WTC. Conference participants from around the country watched while the trio demonstrated technologies and products designed for people with low vision. The program concluded with a video clip that featured Harry Brim, a successful WTC rehabilitation technology services alumnus who now works at Verizon.

The project stems from a grant that explores how rehabilitation facilities in outlying areas can benefit from computer and

communication technologies. WTC is a training site and currently houses equipment that brings the technology to life. CERMUSA (Center of Excellence for Remote & Medically Underserved Areas), a partnership between Saint Francis College and OAO Technology Solutions, Inc., manages the projects.

"Comprehensive rehabilitation facilities like WTC become even stronger when we pool our expertise," says Sue Schaffer, WTC's director. "One of WTC's strengths is our rehabilitation technology staff and we are happy to share their knowledge with colleagues."



From l to r: DORS WTC staff Jim Corey, Taylor McConnaughay, Carol Lewis, Marcy Roberts, and Susan Levi

WTC STUDENTS JOIN IN DISABILITY MENTORING DAY

Students from WTC's vocational training programs took part in Disability Mentoring Day at the State Office Building on Preston St. Disability Mentoring Day was established in 1999 and provides career development for students and job seekers with disabilities through one-on-one job shadowing, group visits to public and private employers, and hands-on career exploration. It is held in October in conjunction with National Disability Employment Awareness Month.



Many state employees took time from their day to give tours and behind-the-scenes career information, including Mark Piasecki (c) of the Department of Assessments & Taxation with Dianne Miller (r) and Mohammed Abdul-Hassib (l).



Deborah Hodges, Steve Serra, Judith Sherr (Maryland Department of Budget and Management, Office of Personnel Services & Benefits) and Helen Coupe (WTC Placement) organized Disability Mentoring Day at the state office building.



Lorraine Fedder, CADD instructor at WTC (l), brought her class to find out more about state career opportunities in computer-assisted drafting.

PROGRAM HIGHLIGHTS



DORS staff from WTC, some field offices and central office spent many hours preparing to train colleagues in the AWARE case management system. AWARE gives DORS staff the ability to manage caseloads, pay bills and develop reports in much less time. Training began in January to widely positive reviews. Expert trainers included (l to r) Lynn Paplauskas (Towson), Hilary Broder (Dundalk), Joe Biskey (Wheaton), Natalie Mitchell (then Camp Springs, current Lanham), John Stem (Ellicott City), Adele Connolly (Baltimore City), Jeff Dail (Cambridge), Tandra Hunter-Payne (then Annapolis, now WTC), Joanne Black (Baltimore City), and Melissa Pemberton (then Salisbury, current DORS Central Office).

OFFICE OF THE SPECIAL ASSISTANT TO THE DIRECTOR

The Special Assistant serves on the Division's senior leadership team and has lead responsibility for policy development; management and coordination of the State Rehabilitation Council; development and coordination of the statewide network of community based independent living centers; program development activities; design and management of the intranet (InDORS) and information distribution system; oversight of policy aspects of the AWARE case management system; and support of the Assistant State Superintendent in special initiatives.

FY 2003 Highlights:

- Coordinated development of policy and casework letters and forms and provided staff training to support implementation of the AWARE case management system
- Coordinated policy development related to Assistive Technology and Supported Business Enterprise, self-employment for individuals with developmental disabilities
- Lead writer for US Department of Labor High School High Tech development grant and US Department of Education Literacy Grant that were awarded to the Division
- Coordinated policy development related to SSA's Ticket to Work
- Managed and coordinated activities of the State Rehabilitation Council
- Monitored and provided technical assistance to the Maryland Statewide Independent Living Council and four Centers for Independent Living
- Coordinated the design and implementation of the Workforce & Technology Center and the AWARE sites on InDORS

DISABILITY DETERMINATION SERVICES FY 2003 HIGHLIGHTS:

- Established an internship program with the WTC Job Placement office and expanded transitioning youth work-study opportunities
- Participated in an e-forms pilot for medical staff and electronic medical evidence of record
- Automated the Case Processing System to track folder movement by using a bar code reader and tracking function. This allowed the agency to automate the annual physical case inventory, provide reports of cases assigned to medical consultants, and log and track bulk folder transfers to individuals or units.
- Medical consultant staff piloted an electronic version of medical forms by using keyboarding and voice activated software and recommended changes for a national roll out
- Improved services to claimants requiring interpreters. The DDS provided interpreter services during consultative examinations and hearings to 137 people in 15 foreign languages and to 70 people in American Sign Language.
- Developed a triage procedure to expedite critical claims
- Saved program dollars and made more accurate and defensible medical decisions on cardiac claims by use of specialized echocardiograms. Reported findings to SSA for incorporation into policy revisions
- Added 75 consultative examination providers to the DDS medical, psychiatric, and allied health panel to improve timely service to claimants statewide
- Expanded office space by 8,000 square feet and added 19 new positions



DDS staff members Stella Basinger and Caryl Whiten-Brown, participated on the DORS/MRA Conference Awards committee in 2003.

OFFICE OF FIELD SERVICES FY 2003 HIGHLIGHTS

- 2,895 individuals went to work after participating in programs and services. The success rate (the number of successful outcomes divided by the number of successful outcomes plus the number of unsuccessful outcomes) is 71%.
- 99.8% of all competitive jobs involved individuals with significant disabilities.
- 9,868 individuals applied for services from the VR program.
- 22,514 individuals received vocational rehabilitation services; DORS staff approved 4,244 Individualized Plans for Employment.
- 413 individuals achieved employment through supported employment services program.
- 404 transitioning students achieved a successful employment outcome
- 419 individuals served by the Division achieved their independent living goals
- A Maryland study shows that 86% of individuals who went to work during FY 2003 because of VR services were still working after 12 months:
 - 77% credited DORS with employment and retention
 - 64.5% worked for the same employer for the 12 months they remained in employment
 - The respondents earned an average of \$439.91 weekly at an average hourly rate of \$10.99.
- DORS surveys consumers regarding their satisfaction with programs and services. 2003 survey results include:
 - 92% were satisfied with their relationship with their rehabilitation specialist
 - 89% were satisfied with the informed choices they made
 - 90% were satisfied with their jobs
 - 87% were satisfied with their overall experience with DORS

2003 Annual Report

OFFICE OF THE WORKFORCE & TECHNOLOGY CENTER FY 2003 HIGHLIGHTS

- Served 3,477 individuals, surpassing the goal set by 18%
 - The Rehabilitation Technology Services served 1,099 people for assessment and training, a service total greater than any of the previous 3 years.
 - 1,432 individuals were served by WTC Career Assessment. Services with the highest frequency of use were Exploratory (451), Comprehensive (450) and Focused (344) assessments.
 - 229 students were admitted to Career and Technology Training
- with the highest admissions to Automotive (35), Office Technology-Word Processing (32), Environmental Services (31), Food Service (28), and Computer Technician A + (27).
 - The WTC average daily census was 386 with approximately half the students commuting to the Center each day.
 - Maintained a consumer satisfaction rating of 3.7 out of 4.0
 - Received the maximum 3-year Commission of Rehabilitation Facilities (CARF) accreditation



Students learn state-of-the-art skills at WTC.



Dwight Lofton, Addictions Counselor and Dr. Maya Desai, Medical Director at WTC



Each year, many students prepare for office technology careers.

OFFICE OF PROGRAM AND COMMUNITY SUPPORT

The Office of Program and Community Support helps the agency achieve its mission with a wide variety of activities. These include serving on Governor's councils and statewide committees, conducting client satisfaction surveys, coordinating special projects, disseminating public information, serving as legislative liaison, and coordinating employee grievances and client appeal hearings.

Program Support Services

Program Support Services plans and conducts staff training, provides Division representation on the Statewide Independent Living Council, develops cooperative agreements and accreditation of community rehabilitation programs, conducts program evaluations and consumer satisfaction surveys.

Program Support Services FY 2003 Highlights:

Human Resource Development

- Coordinated statewide training in AWARE, the Division's Web-based case management system
- Conducted the Division's 3rd Leadership Academy to develop staff's skills for future leadership roles
- Oversaw the Division's Mentoring Program
- Coordinated participation of 166 employees in Continuing Education and training

Program Evaluation:

- Facilitated the implementation of Statewide Comprehensive Needs Assessment of persons with disabilities
- Coordinated and participated with RSA on special compliance reviews for VR and IL services
- Participated on Mental Health Advisory Council; State Independent Living Council and the Governor's Committee on Employment of People with Disabilities

Community Rehabilitation Programs:

- Facilitated consumer choice by linking The Community Resource Guide to the DORS website under "Disability Resources"
- Collaborated with members of the DORS Community Rehabilitation Program Advisory Committee to draft "Ticket-to-Work" cooperative agreements
- Participated in statewide Ticket-to-Work training
- Carried out ongoing accreditations of Community Rehabilitation Programs
- Awarded grant to unique CRP partnership to expand services to Deaf and Hard of Hearing individuals in Montgomery County
- Coordinated ongoing cross-trainings on Career Assessment Services (CAS)

Client Assistance Program



Beth Lash, Tom Laverty and Tracey Connell of the Client Assistance Program

The Client Assistance Program provides information and referral services regarding programs and services available under the

Rehabilitation Act, as well as information about rights and responsibilities. CAP staff also provides intervention services such as advocacy, mediation, negotiation, and assistance with the appeals process. Legal services include coordination of legal consultation, advice, and representation at hearings.

Client Assistance Program FY 2003 Highlights:

- Assisted 649 individuals who consulted them during the year
- Provided 384 individuals with information and referral services and 265 individuals with intervention services
- Provided valuable insight and assistance in developing policies and procedures, forms and brochures and identifying systems issues
- Identified systemic issues in rehabilitation service delivery
- Served actively on the State Rehabilitation Council and on Council subcommittees, providing an advocacy perspective on public meetings, satisfaction surveys, and public information

Public Information & Planning

The Public Information & Planning Program assures public awareness of the programs, resources, and accomplishments of the Division. It produces the agency annual report, brochures, Web site content and InDORS Now, the agency's electronic news site. Staff conducts media outreach and photography for special events. Program staff also facilitates internal planning, develops the State Plan for vocational rehabilitation, and coordinates public meetings with the State Rehabilitation Council.

Public Information FY 2003 Highlights:

- Collaborated with the State Rehabilitation Council to conduct 5 public meetings at various Maryland locations

- Developed public information materials for Ticket-to-Work implementation
- Expanded digital photography of DORS staff and events for current public information purposes as well as to document agency history for the future
- Supported the State Rehabilitation Council's public information and its legislative event
- Expanded and updated DORS electronic and printed public information
- Staff planned and facilitated the DORS/MRA Awards Presentation

Volunteer Services

Many volunteers donate time in DORS Administrative Offices, DDS, WTC and field offices. They perform office support (such as telephone reception, filing, mailings), read and tape written materials for non-readers, assist staff and consumers with visual and hearing disabilities. They also help instructors and evaluators with paper work and assist with orientation of new consumers. By providing these services, volunteers allow the expansion and enhancement of services to consumers. In addition, volunteers at the Workforce and Technology Center operate the Gift shop, the Nearly New shop and help with the library and garden areas.

Volunteer Services FY 2003 Highlights:

- Worked closely with interns and students of Morgan University, Towson University, Coppin State College, Bowie State College, the University of Maryland, the University of Maryland Eastern Shore and the Governor's QUEST Internship Program for Persons with Disabilities.

- Other organizations involved with volunteer activities include: the American Legion and Auxiliary; United Way of Central Maryland; Offices on Aging and Experience Works in Baltimore City and in Baltimore, Prince George's, St. Mary's, Montgomery and Cecil Counties; the Department of Social Services and Work Experience Program in Baltimore City, Charles and Calvert Counties; the Baltimore City Youth Works; the Baltimore County Transitioning Students Work Study Program; the University of Maryland Medical Systems; Baltimore Community College At Catonsville; the Community College of Baltimore City and the Abilities Network.
- Volunteers contributed 25,676.5 hours, with an estimated worth of \$424,689.31 using the Independent Sector's value of volunteer time at \$16.54 per hour
- Supported the DORS/MRA conference as site chair and co-chair of the silent auction
- Coordinated two agency blood drives
- Supported the Friends of WTC with the McKenna Lobby dedication and holiday bazaar
- Coordinated graduation speakers and tours of WTC

Division of Rehabilitation Services

Although the staff in the DORS Frederick field office says that long-time volunteer Edith Sweigert is a mother figure to them, in reality she brings even more than that to the office.

After all, during her previous career as a director for the Washington County Department of Recreation & Parks, Mrs. Sweigert was highly recognized for expanding that county's parks and for her attention to the needs of park visitors with disabilities. She brings that same passion for government service to her volunteer duties.

"This country gave me a home," says the German-born Mrs. Sweigert. "This is my small way of paying back." She works one day a week in the office. She does a majority of the photocopying work in the office (the staff saves non-urgent jobs for her), handles the recycling bins and just about any other job that comes her way.

Just after retirement, Mrs. Sweigert said that she was looking for volunteer opportunities "before I finished writing my thank-you notes."

These days, Frederick's office supervisor Karen Younkins says that Mrs. Sweigert brings a loyalty and sense of customer serv-

Feature Volunteer

ice to DORS. According to Ms. Sweigert, her volunteer duties free Frederick's office staff for direct consumer service.

Mrs. Sweigert has been a part of the lives of both consumers and staff during her 10 years of volunteer time. She looks out for them all. "This is a very special group of people," says Mrs. Sweigert.



OFFICE OF BUSINESS SUPPORT SERVICES

The Office of Business Support Services provides essential, though sometimes "behind the scenes," services. This allows DORS administrative offices, over 20 statewide offices, the Disability Determination Services and the Workforce & Technology Center to keep their doors open for both employees and consumers.

Program Income Branch Unit

The Program Income Branch is responsible for seeking reimbursement for services provided by DORS from third party payees such as the Social Security Administration (SSA). The branch also recovers funds through cooperative agreements with other state, federal and county agencies. DORS then uses this income to provide service to current DORS consumers.

Program Income Unit FY 2003 Highlights:

- Total Program Income (all sources) was \$2,231,930.
- Social Security Reimbursement was \$2,000,563.

- Third party revenue was \$79,561.
- Coordinated DORS implementation of Social Security's Ticket-to-Work program

Fiscal Operations Branch

The Fiscal Operations Branch assists all units within DORS in areas of budget, financial management, audits, and procurement. The Branch prepares, submits, and monitors the Division's annual budget, which was in excess of \$75 million dollars in state fiscal year 2003.

Fiscal Operations Branch FY 2003 Highlights:

- Monitored DORS expenditures to assure that they were maintained within the approved budget
- Implemented a new integrated bill payment system, as part of the DORS' new case management system
- Prepared federal financial reports, as required

Facilities Management Branch Management

This branch is responsible for lease management, fleet management, and property control for the entire Division, and for physical plant maintenance, security, telecommunications services, postal services, and food service at WTC/Central Office.

Facilities Management FY 2003 Highlights:

- Remodeled two field offices as part of the "Safe Office" initiative
- Began initiatives to move the Cambridge and Camp Springs field offices and to create a new Region 6 office
- Negotiated leases to establish a new Montgomery County field office
- Established a liaison with Verizon to develop an alternative pilot telecommunications system for the new Region 6
- Obtained funding for and coordinated asbestos abatement in the WTC recreation hall and cafeteria
- Obtained funding for updating elevators in WTC dorms
- Developed and implemented a check-out procedure for State property protection

Human Resources Branch

This Branch is responsible for managing DORS personnel needs.

Human Resource FY 2003 Highlights:

- Processed over 143 new hires, promotions, reclassifications, resignations, retirements and cost center changes
- Prepared and processed over 500 Personnel Transaction Forms to reflect the new budget changes because of cost center changes.
- Created new secured files in accordance with the HIPAA regulations, removed all health benefits information from each employee file to ensure confidentiality of medical information.

Information Services

The Management Information Services Branch provides computer services to the Field Services program, Workforce and Technology Center, field offices and the administrative offices. The branch assumes day-to-day lead responsibility for administration of the AWARE case management system, local and wide area network, microcomputers, printers and other peripherals associated with the system.

Management Information FY 2003 Highlights:

- Implemented AWARE, DORS' new case management system. AWARE is a web-based application that now provides the agency with an integrated system for both the field and the Workforce and Technology Center (WTC). AWARE allows "real time" entry and review of caseload data and invoice transactions. It replaced the existing data collection systems in March, 2003.
- Completed and submitted the Information Technology Master Plan and prepared the budget supporting the Information Technology Project Request
- Provided support for a Wide Area Network for DORS central office and all local offices
- Maintained the interface between the Case Services System and the FMIS R-Stars System
- Provided support for InDORS, the agency Intranet
- Maintained the standards of the Software Compliance Policy
- Maintained data at WTC and in the client services program
- Completed and submitted the Information Technology Project Request for budget year 2005

MARYLAND BUSINESS ENTERPRISE PROGRAM FOR THE **BLIND**

Maryland Business Enterprise Program for the Blind (MDBEP) provides opportunities to individuals who are legally blind to operate vending, gift or food services businesses in public and private facilities. This past year, 62 licensed managers operated 80 vending facilities, with annual sales in excess of \$22,062,000. These facilities also produced over \$775,000 in state sales taxes and employed more than 429 people.

The MDBEP is statewide in its scope, but the majority of facilities are located in Baltimore, Annapolis, and the Washington suburbs. The MDBEP operates facilities on Federal, State, municipal and private property and includes retail/concession stores, snack bars, coffee/sandwich shops, card & gift stores, and cafeterias. These retail facilities range from a single operator concession store to a full-line cafeteria employing 18 to 20 individuals with an annual sales volume in excess of \$800,000. These facilities provide a wide range of services including catering and temporary services as needed for the building population.

In addition to traditional retail operations, the MDBEP manages two contracts with the Department of Defense to provide Military Dining Services at the Aberdeen Proving Grounds and Ft. Meade. At Aberdeen, the MDBEP's licensed vendor manages three dining facilities serving approximately 6,000 meals per day with 143 personnel. Ft. Meade, a smaller operation, serves on average 1,500 meals per

day at two facilities. The MDBEP vendors managing these locations are contract Project Managers in Training working with a Department of Defense food service contractor.

The MDBEP established a new teaming partnership with Compass Group and the District of Columbia Randolph Sheppard Program to operate major cafeteria facilities for the National Imagery & Mapping Agency. The MDBEP operates, in partnership with Compass Group, two large cafeterias in Bethesda, while the DC Program operates the cafeteria at the Washington Navy Yard. The uniqueness of the contract is that Maryland as the prime contractor has teamed with Compass Group, a national food service company, and DC to operate under one contract.

New vendors take part in an extensive training process to prepare them for success. Some experience in retail business is helpful, but not essential for admission to the program. Well-developed interpersonal skills will ultimately prove critical to success in the business environment.

The newly qualified manager can take pride in his or her own business and be committed to customer service to succeed. Each vendor has an investment in making their business a success because they are self-employed entrepreneurs.

THREE – YEAR COMPARISON

Rehabilitation Services Program

	2001	2002	2003
Total Caseload	20,444	21,506	22,514
Total Persons with Significant Disabilities	18,775	19,925	20,111
Total Persons Rehabilitated	3,071	2,972	2,895
Total Persons with Significant Disabilities Rehabilitated	3,043	2,959	2,889
Counselor Staff (Positions)	131	131	128.5
Counselor Caseload (Average)	156	164	175
Average Cost per Person Rehabilitated	\$4,378	\$4,133	\$4080
Case Service Cost	\$14,120,804	\$16,007,858	\$16,074,837

Total Program Cost

\$41,406,893

\$43,733,277

\$44,973,764

Workforce Technology Center

Total New Admissions	1,093	947	3,739
Total Persons Served	3,725	3,810	4,121
Average Daily Enrollment	416	413	386

Disability Determination Services

Claims Completed	61,490	56,952	58,554
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CHARACTERISTICS OF PERSONS REHABILITATED IN THE VOCATIONAL REHABILITATION PROGRAM

2895 persons successfully rehabilitated during 2003

Gender		Community Rehabilitation Program	353
Male	1,658	Social Security Administration	57
Female	1,237	One-Stop Employment Center	86
		Self-Referral	771
		Employers	23
		Other Sources	889
Race (individuals may identify more than one race)		Primary Disability	
Caucasian	1,528	Psychiatric Disability	665
African American	1,292	Cognitive Disability	803
American Indian/Alaskan	21	Other Mental Impairments	450
Asian	36	Orthopedic	377
Hispanic or Latino	59	Deaf and Hard of Hearing	282
Hawaiian/Pacific Islander	!	Other Physical Disabilities	166
Not Available	2	Blind and Visual Impairment	130
		Respiratory Disabilities	11
Age at Referral		Communication Disabilities	11
Younger than 20	476	Work Status at Closure	
20 to 21	211	Competitive Labor	2,767
22 to 34	722	Self-employed	32
35 to 44	784	Homemaker	94
45 to 64	670	Unpaid family worker	0
65 and older	32	Maryland Business Enterprise Program	2
		Occupations at Closure	
Years of Education at Application		Service	787
No formal education	10	Miscellaneous	582
Elementary Education (Grades 1-8)	67	Clerical	430
Secondary Education, no HS diploma	522	Production, Construction, Maintenance and Material Handling	400
High School Graduate/GED	1,181	Professional, Technical & Managerial	298
Post-Secondary, no degree	241	Sales	227
Associate Degree/Voc-Tech Certificate	173	Managerial	35
Bachelor's Degree	160	Homemaker	94
Master's Degree or Higher	51	Farming, Fishery and Forestry	40
Special Education	308	Vending Work	2
Unknown	182	Unpaid Family Worker	0
Referral Sources		Average Weekly Earnings at Closure	\$304
Educational Institution (Elementary/Secondary)	297		
Educational Institution (Post-secondary)	82		
Medical Person/Institution	263		
Welfare Agency	74		

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BUDGET 2003

SOURCE OF FUNDS:

State Funds

State Matching Funds	\$11,858,639
State Non-matching Funds	800,275
TOTAL	12,658,914

Federal Funds

Federal Matching Funds Basic Program	34,183,318
Independent Living Part A	340,535
Training	109,879
SUB TOTAL	34,633,732

Federal Non-matching Funds

Supported Employment Part C	690,635
Independent Living Part C (Older Blind)	235,368
Client Assistance Program	199,318
Adult Basic Education	69,179
Systems Change	374,704
Social Security Administration/ DDS	21,886,993
Social Security Reimbursement	2,026,581
SUB TOTAL	25,482,778
TOTAL	60,116,510

Special Funds

MD Business Enterprise Program for the Blind	2,428,586
Third Party	195,147
TOTAL	2,623,733

TOTAL COMBINED FUNDS AVAILABLE **\$75,399,157**

EXPENDITURE OF FUNDS:

VR Client Services Program	11,940,237
Disability Determination Services	20,959,787
Workforce & Technology Center	13,017,748
Case Services	16,074,837
Administration	5,204,064
Indirect Cost Assessment	5,757,855
MD Business Enterprise Program for the Blind	2,444,629
TOTAL FUNDS EXPENDED	\$75,399,157

SERVICE EXPENDITURES

Service	Number of Recipients	Percent of Total Service Expenditure
Training & Materials	6,732	56%
Diagnosis/Evaluation/ Assessment	9,869	16%
Treatment Therapies (i.e. OT, PT, etc.)	1,836	5%
Other Services	1,940	6%
Rehabilitation Engineering Appliances	676	6%
Hospitalization & Care	77	1%
Maintenance	271	2%
Service to Family Members	50	1%
Follow-up Services	73	1%

Division of Rehabilitation Services

From the Maryland State Rehabilitation Council Vice-Chair

December 2003

The Honorable Robert L. Ehrlich, Jr.
Governor of the State of Maryland
State House
Annapolis, Maryland 21401

Dear Governor Ehrlich:

In 1992, the federal Rehabilitation Act called for the creation of state rehabilitation councils. These councils, whose members are appointed by the governors, would include individuals with disabilities, service providers and employers. Their mission was to advise state public vocational rehabilitation agencies, including the Maryland State Department of Education, Division of Rehabilitation Services (DORS), about the best ways to deliver quality programs and services to people with disabilities.

Since then, Maryland State Rehabilitation Council (MSRC) members have done more than talk. They have met with legislative representatives, reviewed DORS policy changes, facilitated public forums, analyzed consumer satisfaction, participated in needs assessments and contributed countless hours of committee work. They have

offered constructive solutions for areas of concern and hearty congratulations for excellent outcomes.

The collaboration between the Maryland State Rehabilitation Council and the Division of Rehabilitation has become a nationwide model.

This year, it is my privilege to recognize the Maryland State Rehabilitation Council for 10 years of service to Maryland citizens. Their passion and dedication has always been a source of inspiration to those around them. The success of the Council owes much to sustained commitment to its mission—to support the employment and economic independence of citizens with disabilities.

On behalf of the Council, I look forward to many more busy and productive years as the Council enters its second decade of service.

Sincerely,



Michael Whitehill, Vice-Chair
Maryland State Rehabilitation Council
2002-2003

State Rehabilitation Council 2003 Maryland State Rehabilitation Council Membership

Lawrence S. Abramson
Director of Vocational Services
St. Luke's House, Inc.

Robert A. Burns
Assistant State Superintendent
In Rehabilitation Services

Howard Busby, Ph.D.
Department of Counseling
Gallaudet University

Joyce Callahan, M.Ed.
Maryland Transportation Administration

Dennis Phillips
Ex-Officio

Niles R. Ellingson
Helping Up Mission

Angie Errigo
Giant Food, Inc.

Kimball Gray
Executive Director
Maryland Statewide Independent Living
Council

Beth Lash
DORS Client Assistance Program (CAP)

Terri Massie-Burrell
Towson University
Director, Academic Achievement Center

Donald J. Morris
Proprietor, O'Leary's Emporium

Jerry G. Pantaleo, Jr.
Public Advocate

Penny Reeder
American Council of the Blind

Kathy Sirota
Crossroads, Johns Hopkins Bayview

Marian Vessels
Director of ADA and IT Information Center

Jody Wildy
U.S. Department of Labor
Office of Disability Employment Policy

Michael Whitehill
McCrone, Inc.

Mary Beth Greene
Administration on Developmental
Disabilities

Eleanor Carey
Governor's Workforce Investment Board

REGIONAL MAP & DIRECTORY AS OF 1/1/04

Region 1:

Cumberland, Frederick, Hagerstown, Westminster
Regional Office
Division of Rehabilitation Services
Suite 511, Professional Arts Building
Hagerstown, MD 21740-5583
301-791-4764; TTY 301-791-4764; FAX 301-739-8537
Email: region1@dors.state.md.us

Region 2:

Annapolis, Glen Burnie, Leonardtown, Prince Frederick, Waldorf
Regional Office
Division of Rehabilitation Services
2001-A Commerce Park Drive, Suite 2
Annapolis, MD 21401-2913
410-974-7604; TTY 410-974-7742; FAX 410-974-7747
Email: region2@dors.state.md.us

Region 3:

Baltimore City
Regional Office
1515 West Mt. Royal Avenue
Baltimore MD 21217-4247
410-333-6119; TTY 410-333-5288; FAX 410-333-3134
Email: region3@dors.state.md.us

Region 4:

Cambridge, Easton, Elkton, Salisbury
Regional Office
Division of Rehabilitation Services
917 Mt. Hermon Road, Suite 4
Salisbury, MD 21804-5105
410-543-6906; FAX 410-543-6725
Email: region4@dors.state.md.us

Region 5:

Bel Air, Catonsville, Dundalk, Ellicott City, Towson
Regional Office
Division of Rehabilitation Services
113 Towsontown Blvd., Suite A
Towson, MD 21286-5352
410-321-2394; TTY 410-321-4035; FAX 410-321-2391
Email: region5@dors.state.md.us

Region 6:

Lanham, Wheaton and Camp Springs
Regional Office (Temporary)
Division of Rehabilitation Services
2001-A Commerce Park Drive, Suite 2
Annapolis, MD 21401-2913
410-974-7604; TTY 410-974-7742; FAX 410-974-7747
Email: region6@dors.state.md.us

DORS is a partner in Maryland's Workforce Investment System. In addition to more than 20 field offices, DORS offers services through representatives in several multi-purpose government buildings and in most Maryland One-Stop Career Centers. These include:

Cecil County Department of Social Services

District Court/Multi-Service Center
170 East Main St.
Elkton, MD 21921
Phone: 410-996-0265

Community Development Corporation

21783 Leonard Hall Drive
Leonardtown, MD 20650
Phone: 240-725-5785

Frederick County Business and Employment Center

Suite A
5340 Spectrum Drive.
Frederick, MD 21703
Phone: 301-631-3072

Prince George's Workforce Services Corporation

1802 Brightseat Road
Landover, MD 20785
Phone: 301-583-2038

Western Maryland Consortium

P.O. Box 595
Oakland, Maryland 21550
Phone: 301-334-7947
TTY: 301-334-7947

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Robert L. Ehrlich, Jr.
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