

BUILDING BRIGHT FUTURES MRA/DORS CONFERENCE 2011 OCTOBER 17-19, 2011

Clarion Resort Fontainebleau Hotel
Ocean City, Maryland



Maryland Rehabilitation Association
Maryland Division of Rehabilitation Services



Deadline for Registration: September 16

- ❖ **Monday Night Welcome Reception** featuring refreshments and a chance to visit with friends, colleagues and exhibitors in a relaxed party atmosphere
- ❖ **Tuesday Keynote** – John Robinson, disability advocate and author of *“Get Off Your Knees: A Story of Faith, Courage, and Determination”*
- ❖ **Wednesday Keynote** – Performance by the Hugh Gregory Gallagher Motivational Theatre of *“The R Word”* by Ryan Schube, a playwright with Tourette Syndrome
- ❖ **24 Breakout Sessions** on disability, ethics, rehabilitation and personal development (8 CRCs available)
- ❖ **Vendors & Exhibitors** showcasing the latest in rehabilitation products and services
- ❖ **“Live the Dream” Tuesday Night Social Event** featuring dinner, dancing, costumes (optional) and a raffle for charity
- ❖ **Awards Luncheon** honoring esteemed colleagues and partners in rehabilitation
- ❖ **MRA Silent Auction, Small Treasures Boutique & Book Nook** – Unique goods and services to benefit the work of the Maryland Rehabilitation Association
- ❖ **“Minute to Give It”** – Rehab colleagues compete in 60-second challenges using household objects in the name of charity

Online Registration Link:

❖ <https://www.regonline.com/mraconferences>

Keynote Events

Tuesday

John Robinson

Advocate and Author of
“Get Off Your Knees”



John Robinson is a motivational speaker who in the past two years has been from Australia to the White House discussing the obstacles he has overcome, inspiring Fortune 500 Corporations and high school students.

Robinson is President/CEO of Our Ability, Inc., a for-profit company that specializes in mentoring people with disabilities worldwide through video stories, social media and peer-to-peer connection. Our Ability serves people in education, entrepreneur and employment support. In 2010, John Robinson started Disability Education Forum of New York (DEFNY), a not-for-profit organization/501(c)3 dedicated to educating people in schools and businesses about people with disabilities.

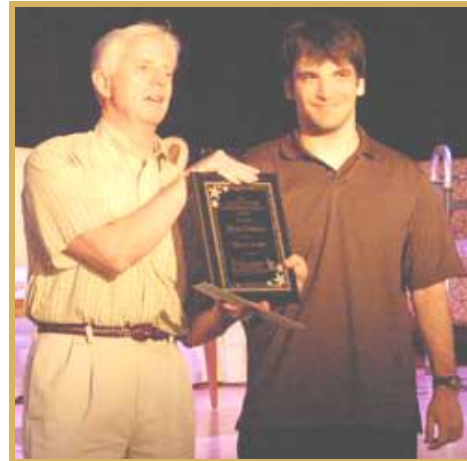
Prior to Our Ability, Robinson worked for 20 years for television stations in New York State from sales to management. He is a 1990 graduate of the S.I. Newhouse School of Public Communications at Syracuse University.

John Robinson is the subject of a PBS documentary titled “Get Off Your Knees: The John Robinson Story” and authored an autobiography, *“Get Off Your Knees: A Story of Faith, Courage, and Determination,”* published by Syracuse University Press. John has been married for over 15 years and has three children. In 2001, he was selected to carry the Olympic torch as it passed through Albany on its way to Salt Lake City for the 2002 games.

Wednesday

“The ‘R’ Word”

The Hugh Gregory Gallagher
Motivational Theatre



Motivational Theatre Executive Director Bob Chauncey presents Ryan Schube, author of “The ‘R’ Word,” the 2010 Carlton E. Spitzer Excellence in Writing Award.

The Eastern Shore-based Hugh Gregory Gallagher Motivational Theatre company, who last wowed the MRA/DORS Conference across the state in Wisp, is returning for a well-deserved encore on their own turf.

They’ll be performing “The ‘R’ Word,” a work that recently premiered at Chesapeake College and won the Carlton E. Spitzer Excellence in Writing Award for its young playwright, Ryan Schube of Atlanta.

Based upon his own life experiences, Schube’s play is about a rebellious teen with Tourette syndrome who is compelled by the courts to work at a group home for adults with developmental disabilities. A narrow-minded rebel at first, he slowly succumbs to a new perception of responsibility and sensitivity, all while struggling to conceal his own disability. This drama of ignorance and love gives insight into the pain and hope of everyday individuals with challenging lives.

After the performance, playwright Schube and the actors will host an interactive breakout session to discuss the author’s point of view and challenges from the actors’ perspectives. The session will include dynamic hands-on exercises with the actors where participants can learn how using basic acting methods and techniques can help them in their daily work.

Agenda

Sunday, October 16

7:00– 9:00 p.m. *Maryland Transition Conference*
(see mdtransition.org for agenda/registration)

Monday, October 17

7:30 – 4:30 p.m. *Maryland Transition Conference*
(see mdtransition.org for agenda/registration)

7:00– 9:00 p.m. **MRA/DORS Welcome Reception & Registration**
Charity Event: *Minute to Give It*

Tuesday, October 18

7:00– 8:30 a.m. **Registration/Continental Breakfast Exhibits/Silent Auction**

8:30– 9:15 **Opening Remarks**
DORS Director Suzanne Page & MRA President Dr. Ellen Fabian

9:15– 10:00 **Keynote Address – Advocate & Author John Robinson**

10:00– 10:30 **Exhibits/Silent Auction**

10:30– 11:45 **Concurrent Sessions #1**

11:45– 1 :45 **Box lunch/Charity Event**

1:45– 3:00 **Concurrent Sessions #2**

3:00– 3:30 **Exhibits/Silent Auction**

3:30– 4:45 **Concurrent Sessions #3**

7:00– 11:00 **“Live the Dream” Costume Party Dinner Dance**

Wednesday, October 19

7:30– 8:30 a.m. **Continental Breakfast Exhibits/Silent Auction**

8:30– 9:15 **Announcements**

9:15– 10:15 **Keynote Event – “The ‘R’ Word”**
Hugh Gregory Gallagher
Motivational Theatre

10:15– 10:45 **Exhibits/Silent Auction**

10:45– 12:00 **Concurrent Sessions #4**

12:00– 12:30 **Silent Auction**

12:30– 2:30 **Awards Luncheon**

2:30– 3:30 **Closing Session/Silent Auction**

Welcome Reception

Make the **Monday Night Welcome Reception** your first stop at the 2011 MRA/DORS Conference:

- ❖ Free refreshments
- ❖ Uninterrupted time to visit with vendors, exhibitors, friends and colleagues
- ❖ Early registration (save time Tuesday morning)
- ❖ Prizes & Surprises!!
- ❖ “Minute to Give It” Tournament for Charity!

Time: 7:00–9:00 p.m. **Location:** Exhibit Hall

The Monday Night Welcome Reception is sponsored by the Maryland Rehabilitation Association.



Did you ever wonder what it would be like to be on a game show? The 2011 MRA/DORS conference charity committee invites you to channel your inner competitive spirit and participate in what is sure to be one of the conference highlights. This year’s charity event is “*Minute to Give It*,” based on the popular NBC game show “*Minute to Win It*” where contestants compete in 60-second challenges using household products.

Rehab colleagues will compete in a tournament style competition and all proceeds will benefit A Place Called Hope, a non-profit organization that provides support to families living with childhood cancer.

Challenges using household items.

60 seconds on the clock.

Prizes on the line.

Think you can do it?

You’ve got a Minute to Give It!

Stay tuned for additional details regarding rules and registration. If you have any questions about the event, please contact [Lena Riha](mailto:Lena.Riha@mdtransition.org) (410-308-4385) or [Beneda Jackson](mailto:Beneda.Jackson@mdtransition.org) (410-554-9104).

Exhibitors & Vendors

Visit our **exhibitors and vendors** for an up-close introduction to the latest in rehabilitation services and assistive technologies. This year's vendors and exhibitors are scheduled to include:

- ❖ Dr. Larry Bank
- ❖ Dove Pointe, Inc. & Residential Services
- ❖ Frederick Medical Supplies
- ❖ Humanim
- ❖ Integration Technologies Group, Inc.
- ❖ Maryland APSE
- ❖ Maryland Relay/MAT Program
- ❖ Melwood Horticultural Training Center
- ❖ Purple Communications
- ❖ The League for People with Disabilities
- ❖ VOMA Technologies & Training/Keith A. Austin
- ❖ VSP
- ❖ Work Opportunities Unlimited

For information on becoming an exhibitor, advertiser or sponsor for the 2011 conference, contact [John Stem](#) at 410-554-9536.

Awards & Luncheon



Each year at the MRA/DORS training conference, we take a moment to recognize the exceptional co-workers, organizations, employers, consumers and partners who epitomize the gold standard in vocational rehabilitation.

The MRA awards and the DORS staff awards will be presented at a **catered awards luncheon** on Tuesday afternoon. Conference registration includes a ticket to the awards luncheon.

DORS will present the **Excellence in Partnership Award** to a Maryland community rehabilitation program (CRP), the **Personal Achievement Award**, which recognizes a DORS consumer who has overcome barriers, and the **Employer Leadership Award**.

Among the awards the MRA will present are the **R.C. Thompson Hall of Fame Award**, given to an individual who has dedicated a career or lifetime to advocating for people with disabilities, and the **Humanitarian Award**, to an individual who has removed environmental or legal barriers, thereby preventing discrimination and supporting the rights and benefits due to every citizen.

Award nomination forms are due to the Awards Committee by September 16, 2011. Forms are also available [online](#). Everyone who submits a nomination form is entered in a drawing for prizes. If you have any questions, please contact [Toni March](#) 410-261-2955.

“Live The Dream” and Make Dreams Come True

Have you ever wanted to be a doctor, or a super hero? A police chief or a chef? Or, maybe you just want to be yourself. This year, the DORS/MRA is having a costume social!! Dress as someone famous, in the uniform of your favorite hero or favorite vocation, as your favorite cartoon character or just be you.

While living out your dream, you can help others fulfill theirs. You will have the opportunity to purchase raffle tickets for a chance to win awesome prizes and support A Place Called Hope, a Maryland based charity, which helps children with cancer (all proceeds will be donated directly to the charity).

On Tuesday, October 18th, come out to eat, dance, party and give back to your community!

The festivities will begin at 7:00 pm and will continue until 11:00 pm. Tickets are \$45.00 and must be ordered with your conference registration — **tickets will not be available at the door.**

If you have any questions about the event, please contact [Caryl Brown](#) (410-308-4442) or [Deborah J. Thompson](#) (410-261-2946).



Hotel Reservations

Join us in October at our new OC location, the beautiful [Clarion Resort Fontainebleau Hotel & Conference Center](http://ClarionResortFontainebleau.com) where a block of rooms has been set aside for us.



For more detailed information about the Clarion and for directions, visit clarionoc.com.



Double room rates are **\$89 double occupancy per night plus 10.5% state & local taxes**. Other room sizes are also available. These rates are available if you wish to stay up to two days before or after the conference.

Check-in is 4:00 pm and check-out is 11:00 am. Arrangements can be made for baggage storage on Wednesday while you attend the conference.

For Reservations: 1-800-638-2100

When making reservations, inform the hotel that you are attending the “**Transition/Rehabilitation**” Conference in order to receive these rates. A one-night’s deposit is required. The cut-off date to receive the conference rate is September 16, 2011. Cut-off for cancelling a reservation is 72 hours prior to arrival.

DORS STAFF: Please refer to the DORS Information Bulletin regarding the conference before making any room arrangements.

MRA Silent Auction

Once again, the Silent Auction will be a highlight of the MRA/DORS Conference. Bid on a wide variety of products and services donated by businesses, organizations and individuals. We will also have unique items at our Small Treasures Boutique and Chinese Auction.



The Silent Auction Committee would appreciate additional donations of value from conference attendees, such as gift certificates, sports tickets, personal services, gift baskets, jewelry and handcrafted items. Perhaps you want to ask for a contribution from the businesses you frequent. Use your creative talents to help us make the Silent Auction bigger and better than ever.



If you would like to donate items or obtain further information, please contact [Brigitte Kent](mailto:Brigitte.Kent@marylandrehab.org) (410-554-9150) or [Laura Smith](mailto:Laura.Smith@marylandrehab.org) (410-261-2925). Thank you, in advance, for your participation. All proceeds benefit the work of the Maryland Rehabilitation Association.

MRA Book Nook

Back by popular demand – The Book Nook! All you bookworms, come prepared to load up on all your favorite genres. The Book Nook is the place to find CDs and DVDs as well!



If you have new/gently used books, CDs or DVDs you would like to donate, please contact [Therese Parr](#) (410-554-9272) to arrange for your donation. Like the Silent Auction, all proceeds support the work of the MRA.

GREEN Programming CD

In order to save natural resources from the sheer number of paper handouts that were printed but never used in the past, the annual MRA/DORS Conference has "**Gone Green.**" Like last year, all conference attendees will receive a CD when they check in that contains copies of all handouts provided by the presenters. If the presenters have agreed to distribute their PowerPoints, those will be on the CD as well.

Accessible electronic versions of the handouts and presentations will be given to those who request them as alternate formats on their preferred media; however, Braille and large print versions of the presentations will still be available at the conference for those requesting paper alternate formats.

Planning Committee

Ellen Fabian , MRA President	301-405-2872
Adele Connolly , President Elect	301-554-9109
Tom Scheurich , DORS Coordinator	410-554-9307
Linda Andrews , Accessibility	410-554-9220
Carol Lewis , Accessibility	410-554-9177
Toni March , Awards	410-261-2955
Robert Fairbank , Awards	410-548-7029

Lena Riha , Charity Event	410-308-4385
Beneda Jackson , Charity Event	410-554-9104
John Stem , Exhibits/Reception	410-554-9536
Jody Boone , Finance	410-554-9451
Jim Buckmaster , Logistics	410-554-9287
Melissa Pemberton , Program	410-554-9381
Cheryl Hann , Program	410-308-4366
Donna Lettow , Publicity	410-554-9402
Kim Schultz , Publicity	410-554-9435
Brigitte Kent , Silent Auction	410-554-9150
Laura Smith , Silent Auction	410-261-2925
Rosie Stock , Site	410-554-9459
Caryl Brown , Social Event	410-308-4442
Deborah Thompson , Social Event	410-261-2946

Accommodations

If you will need reasonable accommodations, please let us know no later than the September 16th conference registration deadline. The registration form has an area where accommodations can be requested.

Conference attendees who need a wheelchair-accessible hotel room and/or a roll-in shower should check the appropriate spaces on the registration form. The Accessibility Committee will contact you to determine your specific needs.

For questions prior to the conference, please contact [Carol Lewis](#) (410-554-9177 voice) or [Linda Andrews](#) (410-554-9220). For assistance or questions during the conference, an accommodations information station will be located near the registration area.

MD Transition Conference

The 2011 Maryland Transition Conference presented by the Governor's Interagency Transition Council for Youth with Disabilities in partnership with the MRA will be held prior to the MRA/DORS Conference, October 16-17, in the same hotel. Highlights include:

- ❖ Sunday Night Meet 'n' Greet with light refreshments and ice cream.
- ❖ Monday A.M. Keynote: Marlene Simon-Burroughs & Christine Pilgrim, Office of the Deputy Commissioner, U.S. Office of Special Education Programs.
- ❖ Monday P.M. Keynote: Matt Kaiser, comedian, & Sue Howarth, life coach, on Laughing with Asperger's.
- ❖ 14 Breakout Sessions on topics of interest to youth, family members, transition and rehabilitation professionals, school system personnel and advocates.

For more information: www.mdtransition.org

Workshop Descriptions

TUESDAY, OCTOBER 18, 2011

Concurrent Session #1 10:30-11:45 a.m.

Enhancing Retention and Graduation of College Students with Disabilities

Dr. James Herbert, Penn State University

This session will review the latest research and practices in post-secondary education and transition. The number of individuals with disabilities attending colleges and universities is rising. This is no surprise given that individuals with disabilities who obtain a college degree are 63% more likely to find employment than those that do not have a degree. Dr. James Herbert and his colleagues studied the impact of disability support services, the lower rates of completing degrees for individuals with disabilities to that of their peers, as well as predictors for performance at state schools. Join Dr. Herbert as he discusses this fascinating research on investigated outcomes of individuals with disabilities in post-secondary education.

Motivational Interviewing: Promising Practices for Rehabilitation Professionals (Part 1 of 2)

Carrie Barone, The George Washington University TACE Center

Building on Carl Roger's Person-Centered Theory and Miller & Rollnick's motivational interviewing constructs, this session will introduce the key techniques that are specific to rehabilitation counseling promising practices. A brief history of person-centered therapy and motivational interviewing practices will be followed by a video demonstration of advanced counseling skills using key motivational interviewing techniques OARS (i.e., open questions, affirming, reflective listening and summarizing). Participants will identify and discuss the OARS skills, as well as how they will be able to practice and use these skills with their current caseload.

Mid-Atlantic Green Jobs: Industries, Occupations and Growth

Michael Stevenson, MARC Project Director, Maryland Department of Labor, Licensing & Regulation

Join Mark Stevenson as he provides an overview of the MARC Green Consortium, designed to conduct innovative LMI activities that support the expansion of a regional green economy. There will be a green jobs survey and analysis and related research on green jobs and training infrastructure. In addition, web-based labor exchange portals will be discussed.

Examining the Accessibility of Online Job Application Processes by Blind Users

Jonathan Lazar, Towson University, Department of Computer & Information Sciences

Nearly all employers currently require potential hires to apply for jobs using web-based employment applications. Many of the online application processes are believed to be inaccessible, and there is limited research documenting how blind users have actually used online employment applications, and the technical challenges faced due to inaccessibility of these applications. This session will review a project funded by the Burton Blatt Institute at Syracuse University Law School, documenting efforts of 15 blind users using screen readers in attempting to apply for jobs. Come learn of the research, methodologies, results and challenges. In addition, suggestions will be provided on how to train blind users in workarounds for the most common accessibility problems in online employment applications.

Acquired Brain Injury: Concussion through Coma

Anastasia B. Edmonston, MS CRC, Traumatic Brain Injury Projects Director, MD Mental Hygiene Administration

A May 2011 report by the Veterans Affairs Inspector General found that for over 4,000 TBI-related disability claims, 20% were processed incorrectly. The Centers for Disease Control estimates at least 1.7 million Americans sustain a traumatic brain injury each year. For many who survive brain injury, the related difficulties can persist for many years, limiting education, vocational and social success. Sifting through medical information to determine disability, medical needs, eligibility and identifying the functional losses of brain injury can be a challenge. This presentation will provide a review of common functional deficits associated with brain injury and give tips on what to look for in the medical record when putting together a picture of an individual's status and needs post injury.

Improving your Job Development Game: Playing it Like an Expert

Ellen Fabian, Ph.D., University of Maryland; Laverne Buchanan, Ed.D., & Monica Simonsen, Ph.D., Transcen

Get ready to earn prizes by identifying best practices in job acquisition in an interactive game-show-themed session. Learn the results of our recent research of seasoned job developers' beliefs and attitudes towards employers and their most effective job development strategies from over 300 employment specialists. Participants will compare their own strategies to those of seasoned specialists and walk away with new strategies to implement with their customers and a training tool to use for professional development in their own agencies and offices.

Concurrent Session #2 1:45-3:00 p.m.

Supports for Individuals with ASD

James Ferrell & Lee Armstrong, Maryland Division of Rehabilitation Services

Join James Ferrell, DORS Staff Specialist for Autism Services, and Lee Armstrong of DORS Pathways Program as they examine best practices and supports for individuals with Autism Spectrum Disorders (ASD). Included will be a look at what approaches are currently being used at the Workforce & Technology Center and ideas and ways these approaches can be replicated. In addition, Lee Armstrong will talk about ASD and Asperger's Syndrome and how to prepare your students for the transition from high school to community college. Discussion will include the differences between high school and community college as well as student expectations and supports available on campus, with an in-depth look at Disability Support Services (DSS), its role and student responsibilities.

Motivational Interviewing: Promising Practices for Rehabilitation Professionals (Part 2 of 2)

Carrie Barone, The George Washington University TACE Center

Building on Carl Roger's Person-Centered Theory and Miller & Rollnick's motivational interviewing constructs, this session will introduce the key techniques that are specific to rehabilitation counseling promising practices. A brief history of person-centered therapy and motivational interviewing practices will be followed by a video demonstration of advanced counseling skills using key motivational interviewing techniques OARS (i.e., open questions, affirming, reflective listening and summarizing). Participants will identify and discuss the OARS skills, as well as how they will be able to practice and use these skills with their current caseload.

Delighting your Business Customer

Bruce Wahlgreen, President, Workforce Excellence Group

No longer focused only on job "placement," the Business Services Representative of the 21st century can make available an arsenal of tools, expertise and resources to the business customer. But how do you best engage business customers so that they'll be open to hearing about your solutions to their human resource challenges? In this interactive workshop you will learn the four things businesses want from us, how to speak their language so they'll listen to you, why "questions are the answer," and a six-step process to create long-term relationships with business customers.

Everything You Need to Know about Navigating the Mental Health System

Steve Reeder, Mental Hygiene Administration

This presentation will orient participants as well as provide a refresher to those seasoned in the profession as to the operational design and function of the public mental health system to include service access and availability, eligibility determination, medical necessity criteria and service preauthorization. Learn how to navigate the PMHS on behalf of consumers with mental illness. Discover strategies and techniques for problem-solving and trouble-shooting issues when complications arise in systems navigation. Participants are encouraged to bring relevant questions and case examples for open discussion and technical assistance, as time permits.

Benefits Counseling and Work Incentives

Michael Dalto, Work Incentives Project Director, Maryland Department of Disabilities, & Beth Lash, Maryland Division of Rehabilitation Services

The fear of losing public cash and medical benefits is perhaps the greatest obstacle to employment for people with the most significant disabilities. Benefits counseling encourages many beneficiaries to work. Medicaid Infrastructure Grants will be ending this year. This session will highlight the fee-for-service benefits counseling as a way to increase the availability of the service and improve work outcomes for consumers with the most significant disabilities.

Networking

Ellen Engle, CEO, Elevate USA, Inc.

Learn how to build your network and use it effectively to reach anyone in the world with just seven phone calls. How would you like to talk to Warren Buffett? Bill Gates? Oprah Winfrey? If you have a great business idea or proposal that needs to get to the right person, or you just want to expand your client list, your network is the key. The best way to get a job is building your relationships and network. Discover the secrets of getting in touch with anyone and see Ellen demonstrate its power.

Concurrent Session #3 3:30-4:45 p.m.

Getting Out of the Office and into the Field: Tips and Tricks for Making Time for Business

Kathy Schwabeland, Maryland Division of Rehabilitation Services

This training focuses on providing service providers with new ideas for moving rehabilitation process from the office to the real world of the community. Ideas, techniques and resources will be provided on conducting informal assessments, job readiness and career exploration in the community. This presentation will also explore how community-based work can expand and promote the hiring of individuals with disabilities. Now get out of the office and into the field!

Serving Latinos with Disabilities in Maryland: A Reality and a Responsibility

David Moreno, The ARC of Maryland

The Hispanic population in our state is growing at an extraordinary rate, which indicates the importance of developing outreach programs that can respond to the needs of this population now and in the future. Come and learn how to start and develop a Hispanic outreach program within your organization. We will discuss common challenges and creative solutions, hear inspiring success stories and expand our vision for a more diverse and culturally competent organization.

Innovative Strategies: Job Acquisition for Individuals with Disabilities

Erica Rhoades & Michael Whitehill, McCrone, Inc.

A GIS-based work-finder tool can be used as the basis for job acquisition for individuals with disabilities and many other purposes through the state and different state agencies. The web-based interactive tool is a user-friendly way to search for all potential job sites within predetermined area. The tool uses the candidate's address along with job type, radius for driving and walking distances. The output from the tool can map the individual's job acquisition future. Join Erica Rhoades and Michael Whitehill of McCrone, Inc. as they discuss the ways this tool can be used to effectively start the job acquisition process.

Assessment to Support Transition from School to What Comes Next

Pam LeConte, The George Washington University, & Lisa Blakeny, Vocation Validation

This session will identify components of transition that must be assessed in order to help prepare youth for adult living. Discussion will include the differences and commonalities between vocational, career and transition assessment processes. Examples of career and transition pathways, transition assessment toolkits that are accessible from the National Secondary Transition Technical Assistance Center, and examples of assessment activities for youth with disabilities will be provided. In order for these youth to achieve success and desired goals in adult life, alternatives to adult assessment approaches must become part of vocational evaluators' and rehabilitation counselors' repertoire.

An Innovative Approach to Blindness Training

Ruth Sager, Senior Services Coordinator, Blind Industries & Services of Maryland

BISM presents an innovative approach to training and education through instructional DVDs designed to reach blind and low vision consumers in underserved locations and rural areas, and those without access to professional staff and services. Families, teachers, counselors, professionals in the field of vision loss, senior service providers and others will find these resources most useful.

Time Management

Ellen Engle, CEO, Elevate USA Inc.

Deal with multiple demanding priorities and essential tasks on tight deadlines. We all have more than one priority or project at work – sometimes with the same deadlines. In the modern business world, the ability to juggle multiple tasks and priorities is absolutely essential. But at times all the work can get overwhelming. Learn how to be constantly diligent and focus on high impact items over just being “busy.”

WEDNESDAY, OCTOBER 19, 2011

Concurrent Session #4 10:45-12:00 p.m.

Video Relay Services: Going High Tech in the Workplace

Hank Passi, Maryland Division of Rehabilitation Services

Technology is advancing every day and with these advancements comes opportunity. Join DORS Staff Specialist for Deaf and Hard of Hearing Services Hank Passi and vendors of Video Relay Services (VRS) as they discuss and demonstrate the technology behind the product and services of VRS and how it is leveling the playing field for individuals who are deaf and hard of hearing.

Motivational Theatre: Using Simple Acting Techniques to Enhance Professional Interactions

Robert Chauncey, Executive Director of The Hugh Gregory Gallagher Motivational Theatre, will facilitate with playwright Ryan Schube and the cast of "The R Word"

Join this dynamic hands-on session with the Hugh Gregory Gallagher Motivational Theatre troupe. After a discussion about creating "The R Word," the group will lead participants through simple acting exercises and show how these techniques can be used to improve personal and professional interactions.

Self Care

Carrie Barone, The George Washington University TACE Center

During this session, participants will have the opportunity to consider and explore some of the variables that enhance resiliency in a professional setting. Topics will include professional self care, social networks (both contemporary high tech and "old school"), network/community development, and the physiological and psychological impacts of these variables upon today's rehabilitation professional.

Clinical Supervision Training of State VR Supervisors: Assessing the Impact

Dr. James T. Herbert, Ph.D. CRC LPC, Professor of Counselor Education, Penn State University

Dr. Herbert will discuss the first study to develop, implement and evaluate a training program specifically designed for practicing State Vocational Rehabilitation supervisors to improve clinical supervision practices. He will demonstrate how they are examining the effectiveness of a training program to increase supervisory knowledge, self-efficacy, supervisory working alliance and helpful supervisory behavior. While both supervisors and counselors perceive competence in administrative supervision, clinical supervision is perceived to be an area of deficiency. Administrative supervision relates to the documentation of vocational rehabilitation efficiency and effectiveness of services provided (e.g., amount of time required between referral status and development of an individualized written rehabilitation plan) whereas clinical supervision is intended to improve counselor skills that lead to successful VR outcomes (e.g., examining counselor attitudes and beliefs about working with persons with a specific disability).

The Virtual One-Stop

Carolyn Mitchell, Maryland Department of Labor, Licensing & Regulation

Finding a quality job in economically challenging times can be a very difficult task. Providing job seekers access to as many potential job opportunities as possible is important. Equally important is allowing them to target opportunities that are the most suitable. Maryland Workforce Exchange – Virtual One-Stop Career Tools allow individuals to analyze their unique skills and interests, as well as what is important to them in a job. For those that find they have a significant skills gap, the system will point to available training programs and funding sources. Additionally, the system will allow the job seeker to review the labor market in any local area, occupation or industry.

Making "Employment First" Happen through Collaboration

Dr. Debra Martin Luecking, TransGen Inc.; Sharon Plump, Maryland Division of Rehabilitation Services; Cristin Cellito, The Arc Carroll County

Participants will learn how an organization takes on the challenge to offer employment as the first service for all individuals who chose them as their service provider. The Arc Carroll County is working closely with its local DORS and DDA staff to deliver customized employment services to individuals who want to work but have had little to no exposure to community-based employment. Presenters will describe how they are collaborating as a team to deliver self-discovery, job development, work-based experiences, individualized inclusive employment and workplace supports services one job seeker at a time.

Conference Registration

Conference fee includes Monday evening Welcome Reception & Charity Event, continental breakfast both days, box lunch on Tuesday and Awards Luncheon on Wednesday, catered breaks, and access to all Keynote and Breakout Sessions and the Exhibit Hall.

- ❖ **Individual conference registration is \$165.** ❖ **Student conference registration is \$75.**
- ❖ Ticket for the "Live the Dream" Dinner Dance is \$45 for conference attendees or their guests. Please note that tickets must be purchased **in advance** to attend the social event.

To register online for the MRA/DORS Conference 2011, go to:

<https://www.regonline.com/mraconferences>