



Working

in

MARYLAND

To  
Build a  
**Skilled, Vibrant  
and  
Diverse  
Workforce**



MARYLAND STATE DEPARTMENT OF EDUCATION  
DIVISION OF REHABILITATION SERVICES  
2009 ANNUAL REPORT

# Working in Maryland to Build a Skilled, Vibrant and Diverse Workforce



*Herman Berlin (r) of Baltimore Auto Supply Company recently hired graduates of DORS Workforce & Technology Center's Warehouse/Distribution training program. He is pictured with his warehouse manager, Joe Lotz.*

## Greetings to our consumers, colleagues and business partners:

At Baltimore Auto Supply Company, owner Herman Berlin says he looks for workers who are ready to work in a fast-paced environment. Mr. Berlin said that DORS referred two prospective workers who fit that requirement. They came to the interview with a good grasp of the job requirements, including a forklift certification. He also appreciated that DORS job placement staff visited his facility in advance to learn more about his business and the job requirements.

Each day, DORS employment specialists help individuals with disabilities go to work. At the same time, they also help make the hiring process simple and cost-effective for employers.

Thank you to the hundreds of businesses who have hired or mentored people with disabilities this year. Contact us when you are looking for pre-screened, qualified job applicants. We work for Maryland businesses!

A handwritten signature in black ink that reads "Robert A. Burns".

Robert Burns  
Assistant State Superintendent in Rehabilitation Services

A handwritten signature in black ink that reads "Nancy S. Grasmick".

Nancy Grasmick  
State Superintendent of Schools



DORS Director Robert burns talks about how DORS builds a qualified workforce for Maryland's employers.

*Click on the image and a larger screen will open.  
To close, click on the upper right hand corner of the screen.  
[Audio track only](#)*

# DORS

## We build competitive workers with internships & mentoring

### Disability Mentoring Day

Each October, Maryland businesses welcome students and other jobseekers with disabilities to national Disability Mentoring Day events. Activities include hands-on career exploration, on-site job shadowing and mock job interviews. In many workplaces, employees volunteer to provide practical advice about career education and training in their respective fields.

This year about a dozen businesses hosted over 100 students. Among them:

- \* The Frederick News Post welcomed high school students on a facility tour that highlighted career choices in news publications.
- \* The Mid-Atlantic Regional Council of Carpenters (MARCC) shared information about the apprenticeship process as well as insights into upcoming employment trends.
- \* The Hyatt Regency Chesapeake Bay and Chesapeake Publishing each hosted tours of their operations.
- \* Suburban Hospital in Bethesda allowed participants to job shadow in the Physical Therapy Department, Guest Relations (front desk) and Medical Records Department.



*Tammi, who is a student in DORS Workforce & Technology Center's Office Technology training program, spent the morning of Disability Mentoring Day at Johns Hopkins Bayview in the orthopedic department.*

- \* The Johns Hopkins Bayview Medical Center had a daylong program that exposed students to administrative, medical, rehabilitation and materials handling occupations.
- \* Over 25 individuals spent a morning at the Naval Air Systems Command (NAVAIR) in Patuxent River. Their tour included a visit to the Aviation Survival Training Center where they observed the simulator used for teaching sailor and marine survival skills.

To participate in Disability Mentoring Day in October 2010, contact Jody Boone, Employment Specialist at 410-554-9451 or [jboone@dors.state.md.us](mailto:jboone@dors.state.md.us).

# Working in Maryland to Build a Skilled, Vibrant and Diverse Workforce



Michael Whitehill, Vice-President of McCrone, Inc. and State Rehabilitation Council member, discusses how employers can promote employment for people with disabilities.

*Click on the image and a larger screen will open.*

*To close, click on the upper right hand corner of the screen.*

*Audio track only*

## Beyond Hiring: Other ways to support employment for people with disabilities

- \* Provide summer internships or jobs to high school students with disabilities.
- \* Ask your staff to provide job shadowing or mentoring in your workplace.
- \* Conduct informational interviews and/or tours at your workplace.
- \* Be a guest speaker at a Workforce & Technology Center (WTC) graduation ceremony.
- \* Serve on a WTC business & training advisory board.
- \* Serve as a business representative on the Maryland State Rehabilitation Council. The Governor appoints members who include representatives from education, rehabilitation, employment, industry and consumer advocacy groups.

## The Maryland Disability Determination Services

The Maryland Disability Determination Services (DDS) is ever mindful of its charge to bring accurate, timely answers to Maryland citizens who apply for the Social Security Administration's (SSA) two disability programs. These are Social Security Disability Insurance (SSDI), which provides cash benefits to insured workers who meet the definition of disability and to their dependents, and Supplemental Security Income (SSI), which provides monthly cash benefits to children and adults who meet the definition of disability as well as certain income and resource guidelines.

DDSs across the country face rising workloads due to factors that include high unemployment rates and disabilities that affect people who are not yet at retirement age. This year, the DDS cleared 63,103 claims, a 7.4% increase from the previous fiscal year.

**"The accuracy of decisions is crucial. We want to make accurate decisions on every single claim that we do."**



Dr. George Albright, DDS's Chief Medical Advisor, reflects on how the DDS ensures quality decision making for people with disabilities.

*Soundtrack with audio description*

# DORS

## DORS and federal agencies come together to build public service careers

When federal government officials called on their agencies to hire more people with disabilities, the U.S. Environmental Protection Agency's Shawna Gray called on DORS. Within weeks, DORS business liaisons, DORS suburban D.C. office staff and the EPA devised a strategic plan.

It began modestly with a summer 2009 internship program for four students with disabilities. By summer's end, the EPA hired two of the students. All see the successful summer internship as just the beginning of an effort that will help the EPA build its human resources and help people with disabilities build a bright future of public service.

Such business partnerships work well, says Shawna, when both sides work to meet each other's needs. "The communication (between DORS and EPA) was clear right from the start," she added. While her goal is to impact the hiring of people with disabilities, she said she had concerns about supervisory acceptance, labor union issues, finding meaningful projects as well as supervisors who would be supportive of the project. The project included weeks of strategic planning with input from all sides. In the end, she says, "We branded a program that was acceptable to everyone."

By the end of the fiscal year, 24 federal agencies hired 97 DORS consumers. The positions included jobs in clerical, janitorial, laborer, management and technical, paraprofessional, and professional positions.



*One of the four EPA summer interns needed a reasonable accommodation during the summer internship, said Shawna Gray (l). DORS and the EPA worked together so that intern Melissa (seated) had access to computer software and a closed circuit TV system that enlarged text and documents.*



Shawna Gray talks about why the EPA devotes time and energy to hiring people with disabilities  
*[Soundtrack with audio description](#)*

# Working in Maryland to Build a Skilled, Vibrant and Diverse Workforce

## We prepare a skilled and ready workforce for the future

**This year, in collaboration with local school systems and workforce centers, DORS guided 5,492 high school students with disabilities on their path toward a future where they earn a living, pay taxes and live independently.**

DORS, local school systems and community partners work together on the Maryland Seamless Transition Collaborative (MSTC), a five-year statewide project that will serve about 400 high school students with disabilities. These students take part in enhanced career assessments, paid job experiences, support services and leadership activities.

MSTC, through its partnership with TransCen, Inc., provides technical assistance to support evidence-based practices to support this burgeoning population. With two years into the project, they have demonstrated that:

- \* Paid work experience while the student is still in school is a good predictor of future employment success.
- \* The collaboration of local school systems, DORS, community partners and the workforce results in more students entering, and succeeding in, higher education and training.
- \* The collaboration helps educators and rehabilitation counselors to more easily identify students who can benefit from these services.



*Jorina (r) obtained summer work experience as an aide in a Southern Maryland assisted living center. DORS and the Charles County Public School system coordinated the job placement and job coaching.*



*Kevin took part in an internship at Zekiah Technologies in LaPlata, where he learned the latest in Geospatial Information Systems. Reflecting on her son's summer experience, Kevin's mother wrote: "This is a rapidly growing field and Kevin has already spent six weeks working with this technology. He has a terrific lead on the rest of the kids majoring in GIS at Salisbury University." Kevin (center) is pictured with Tony Silva (Charles County Public Schools), Brianna Bowling (Zekiah Technologies owner), Suzie Miller (DORS, Waldorf) and Rhondie Tucker (Charles County Public Schools).*

# DORS

## American Recovery & Reinvestment Act (ARRA) funds provide boost for job seekers with disabilities



*Thanks to purchases made with ARRA funds, DORS Workforce & Technology Center students train for employment using tools, software and equipment that give them a competitive edge to prospective employers.*

DORS awarded grants funded by the American Recovery & Reinvestment Act of 2009 to seven community non-profit programs that agreed to target individuals with significant disabilities who have traditionally been underserved. The grants were awarded on a competitive basis.

1. **PDG Rehabilitation Services, Inc.** (Glen Burnie) will expand an employment support program for offenders with severe mental illness.



2. **MD School for the Deaf** (Frederick) will initiate the Work-to-Learn Transition and Work Preparation Program for high school students who are deaf and have an additional significant disability.
3. **Humanim, Inc.** (Baltimore & Columbia) will expand its “Start on Success” (SOS) program to Harford County. SOS will coordinate internships and employment for Harford County Public School students with significant disabilities.
4. **Arc of Baltimore** (Baltimore) will expand Project Search, which operated for the past two years in Baltimore City, to eastern and mid-northern Baltimore County. Project Search focuses on students with developmental disabilities by combining academic, work preparation and real work experiences in a business setting.
5. **Arc of the Northern Chesapeake Region** (Aberdeen) will initiate “Ready, Willing and Able!,” a program that helps people with disabilities develop small businesses or become employed in jobs that are specially designed to meet their needs and those of their employers.
6. **Deaf Independent Living Association** (Salisbury) will enhance job development services to include innovative, practical, hands-on employment services for individuals who are deaf or who have a hearing loss.
7. **Horizon Goodwill Industries** (Hagerstown) will enhance their Employment Connections program, which provides employment services for recently released offenders with significant disabilities.

# Working in Maryland to Build a Skilled, Vibrant and Diverse Workforce

## BUDGET FY 2009

### SOURCE OF FUNDS

#### STATE FUNDS

State Matching Funds.....	12,749,160
State Non-matching Funds.....	1,250,421
<b>TOTAL.....</b>	<b>13,999,581</b>

#### FEDERAL FUNDS

##### MATCHING FUNDS

Basic Program .....	31,978,368
Basic Program - ARRA.....	712,638
Independent Living (Older Blind).....	654,456
State Independent Living Services .....	357,834
Training .....	134,465
Independent Living (Older Blind) - ARRA ..	44,615
<b>SUB TOTAL.....</b>	<b>33,882,376</b>

##### FEDERAL NON-MATCHING FUNDS

Social Security Administration/DDS.....	27,892,008
Social Security Reimbursement.....	2,404,617
Seamless Transition Collaborative.....	574,479
Supported Employment State Grants.....	480,000
TCA Disabled Consumers .....	380,091
Literacy .....	251,131
Client Assistance Program.....	203,888
<b>SUB TOTAL.....</b>	<b>32,186,214</b>
<b>TOTAL.....</b>	<b>66,068,590</b>

#### SPECIAL FUNDS

Business Enterprise Program for the Blind.....	3,300,465
Third Party.....	103,050
<b>TOTAL.....</b>	<b>3,403,515</b>
<b>TOTAL COMBINED FUNDS AVAILABLE .....</b>	<b>83,471,686</b>

### EXPENDITURE OF FUNDS

Disability Determination Services.....	28,038,832
VR Client Services Program .....	18,394,236
Case Services .....	16,887,513
Workforce & Technology Center .....	11,480,544
Administration.....	4,295,770
Business Enterprise Program for the Blind.....	3,295,099
Seamless Transition Collaborative.....	545,377
TCA Disabled Consumers .....	380,091
Literacy .....	141,893
Independent Living (Older Blind) ARRA.....	12,331
<b>TOTAL FUNDS EXPENDED .....</b>	<b>83,471,686</b>



*National recognition has focused on DORS and the Maryland Mental Hygiene Administration for their partnership that helps people with mental illness return to work. Vicki works as a pharmacy aid in a Kmart pharmacy. She is also attending a local community college to obtain her technician's certification and gets coordinated vocational and mental health counseling to support her transition to employment.*

# DORS

## Persons Rehabilitated by Primary Disability

	Number Rehabilitated
Psychiatric Disability.....	835
Cognitive Disability.....	637
Orthopedic.....	190
Deaf & Hard of Hearing.....	210
Other Physical Disabilities.....	255
Blind & Visual Impairments.....	151
Communication Disabilities .....	20
Respiratory Impairments.....	11
<b>TOTAL.....</b>	<b>2,309</b>

## Persons Rehabilitated by Occupation at Case Closure

Service.....	1,043
Clerical, Sales.....	515
Professional, Technical, Managerial .....	344
Production, Construction, Operating, Materials Handling .....	205
Homemaker .....	167
Farming, Fishery, & Forestry .....	28
Unpaid Family Worker.....	4
Vending Operator/Worker.....	3
Miscellaneous, NEC.....	0
<b>TOTAL.....</b>	<b>2,309</b>

## Students served by disability

Psychiatric.....	1,705
Cognitive.....	3,826
Orthopedic.....	277
Deaf & Hard of Hearing.....	428
Other Physical Disabilities.....	363
Blind & Vision Impairments .....	193
Communication Disabilities .....	152
Respiratory Impairments.....	22
<b>TOTAL.....</b>	<b>6,966</b>

## VR programs change lives and remain cost-effective

Percent of  
individuals  
with wages  
as their  
primary  
source of  
support

14%

At  
Application

80%

After  
Rehabilitation  
Services



*Dante (right) was part of a group of Baltimore City Public High School students who spent their last year in school at the University of Maryland Baltimore. They had a classroom onsite and rotated through real-work assignments throughout the University. These students were part of Project Search, a national program for youth with developmental disabilities that combines academics and on-the-job experiences. The Arc of Baltimore administers Project Search and will expand into Baltimore County this year because of support from an ARRA-funded grant by DORS.*

# Working in Maryland to Build a Skilled, Vibrant and Diverse Workforce

## Preparing for a competitive workforce

DORS develops an individualized employment plan with each individual who is eligible for services. The plan identifies an employment goal and the steps the individual needs to reach that goal. Some services, such as career counseling, assessments and job placement, come at no cost to the participant. There is a sliding scale for most other educational and vocational training support.

DORS employment specialists stay informed about the workforce needs and trends in their communities. DORS prepares individuals with disabilities for employment in a variety of ways, depending on the person's career goals, abilities and interests. Services could include:

- \* Job & worksite analysis
- \* Onsite job coaching
- \* Direct job placement
- \* Assistive Technology services
- \* Services at community programs



*WTC's food service trainees attended the annual 2009 Mid-Atlantic Food, Beverage & Lodging EXPO to obtain a better understanding of the food service industry.*

- \* Career assessment
- \* Vocational training and career preparation at DORS Workforce & Technology Center
- \* Vocational training at proprietary schools
- \* Higher education at community colleges and universities
- \* On-the-job training with employer reimbursement for wages during the first few months
- \* Internships
- \* Pre-employment services such as interview training and resume writing assistance

DORS employment specialists match pre-screened, job-ready individuals with disabilities to job openings in Maryland's businesses.

Go to [www.dorsworks.org](http://www.dorsworks.org) to post a free job announcement with DORS.

We will send the information to our network of employment specialists. They will review our job-ready candidates to see if we know of a candidate who possesses the experience and education needed for the position.

**Martin O'Malley, Governor**

**James H. deGraffenreidt, Jr., President, Maryland State Board of Education**

**Nancy S. Grasmick, State Superintendent of Schools**

**Robert A. Burns, Assistant State Superintendent in Rehabilitation Services**



**Maryland State Department of Education  
Division of Rehabilitation Services**

DORS Administrative Office & Headquarters, Office of Field Services, Office for Blindness & Vision Services and the Workforce & Technology Center are located at 2301 Argonne Drive

Baltimore, Maryland 21218 1696

Phone: 410 554 9442

Toll free: 1 888 554 0334

TTY: 410 554 9411

[dors@dors.state.md.us](mailto:dors@dors.state.md.us)

Annual Report: [www.md.dors.org/report](http://www.md.dors.org/report)

DORS field and OBVS counselors are located in 22 field offices throughout Maryland.

To find the nearest one, contact DORS headquarters or visit [www.dors.state.md.us](http://www.dors.state.md.us)

Disability Determination Services

Suite 310, 170 West Ridgley Road

Timonium, Maryland 21093

Phone: 410 308 4500

TTY: 410 308 4550

Toll free: 1 800 492 4283

[md.dd.timonium.dds@ssa.gov](mailto:md.dd.timonium.dds@ssa.gov)

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