



MARYLAND STATE  
REHABILITATION COUNCIL

December 18, 2018

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

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

For the fiscal year 2018:

- **Supported Employment and DDA Agreements**

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

- **Customer Service Survey**

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

- **Waitlist**

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

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

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

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

Sincerely,



Anil Lewis, Chair, Maryland State Rehabilitation Council

### By The Numbers

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

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