

Maryland State Rehabilitation Council
Workforce & Technology Center
September 12, 2012

Members – Present

Thomas Barkley
Michael Bullis
Charles Crawford
Laurie Elinoff
Paulette Epps
Daniel Frye, Chair
Carol Lewis
Kali Mallik
Mary Manzoni
Mary O'Connor
Sue Page
Anne Rea
Barry Shaw
Alfred Sonnenstrahl
Josie Thomas, Vice Chair
Michael Whitehill
Zosia Zaks

Members Unable to Attend

Earl Cooper
Tim Daly
Thomas Laverty
Mary Manzoni

Support Staff Present

Polly Huston
Donna Lippa

DORS Liaison Staff Present and Guests

Jody Boone, DORS
Christopher Conklin, DORS/prospective member
Tandra Hunter-Payne, DORS
Darlene Peregoy/ DORS
Jean Jackson, DORS/WTC
Donna Lettow, DORS
Kim Schultz, DORS
Michelle Stewart, DORS
E.C. Townsend, DORS

Community Members Present

Chris Gross
Rudolph R. Smith
Will Stocker
Sherry Moore
Nancy Mickelsen
Horatio Easton
Joshua Anyaoha
David Anyaoha
Sheree Roles
Timothy Thomas
Jacqueline Bustos
Aretha Bowens

Recognition of Members and Approval of Minutes

Members of the Council and community guests were asked to introduce themselves. Chair Dan Frye welcomed all to the meeting. Minutes of the May 9, 2012 meeting were approved as written.

Farewell to members Kali Mallik and Anne Rea – Kali Mallik and Anne Rea have both served two full three (3) years terms on the Council and are not able to be reappointed. The Council appreciates the service both of these individuals and the impact they have made on the lives of persons with disabilities in Maryland. Carol Lewis, DORS Rehabilitation Counselor representative, will also be leaving the Council and Christopher Conklin, DORS Counselor on the Eastern Shore will be taking Ms. Lewis' place. We thank you Carol for your service!

Welcome Interim Director of Field Services – E.C. Townsend - Dan Frye announced that E.C. Townsend has been in the acting capacity of Director of Field Services since the retirement of Ron Winter. Recruitments efforts have begun to fill this vacancy.

Welcome Acting Director, Office for Blindness & Vision Services, Tandra Hunter-Payne – Dan Frye announced that Sue Schaffer, Director, Office for Blindness and

Vision Services, has been out for an extended period to time recovering from surgery, but will return in the near future. Tandra Hunter-Payne has been serving as Acting Director.

Dan Frye extended a welcome and congratulations to the new Staff Specialist, Transition and Supported Employment Services – Michelle Stewart and to the new Office of Program Services Program Manager, Technical Assistance Branch, Jody Boone.

Comments and Perspective of Chairperson Dan Frye

Dan Frye stated that his role and view of the Council is that it serves two principal purposes (1) serve as a support and mechanism to the management of DORS, and (2) serves as a source of advocacy on behalf DORS and constituents that we represent. The Council is statutorily obligated to do satisfaction surveys, participate in development of the state plan, participate in the planning of public meetings, and be a policy consultant to DORS.

Dan further stated that he has made an effort to be a transparent Council that allows for greater participation by extending Council meeting time and inviting the public to join us. Dan emphasized that he, along with the Vice Chair, Josie Thomas, remain available for suggestions to improve of the Council.

Presentation – DORS Employment Initiatives (Darlene Peregoy and Jody Boone)

Jody Boone began by stating that Kaiser Permanente is building a new medical facility. Jody reported that a representative from Kaiser Permanente attended one of the DORS quarterly business liaisons training meeting and presented on what employers are looking for. The business liaison will take this information back to other staff for their use to share with consumers to enable them to be better prepared for employment. We will also be touring the new facility to see what type of positions they will be filling.

DORS has been receiving many requests from federal contractors to post their jobs through DORS. Jody feels this is done in an effort to pass their federal audit.

DORS is only contacting the ones which we feel are sincere and have the best match as far as jobs.

Jody Boone is the single point of contact for the State of Maryland CSAVR NET which is the National Employment Team. Jody has been working a lot with Maryland/DC/Virginia and partnering to educate the hiring managers of the federal agencies on disability etiquette training, Schedule A hiring.

Darlene Peregoy stated that DORS has placed a greater emphasis on internships as a way to get individuals into the workplace. Five (5) individuals participated in an internship with the Federal Department of Treasury, USDA, Social Security Administration and NIH.

Have been working with Montgomery County QUEST Program and also are just wrapping up the MD Governor's QUEST Internship program where DORS had interns in state positions throughout the state. The DORS Employment Specialists will be meeting with representatives from State Personnel to discuss expanding the MD QUEST program to create a system that would make it easier to facilitate that process.

Jody Boone stated that DORS is seeing an increase in the number of "On the Job Training" agreements being signed with businesses. DORS has to carefully market this initiative because of funding.

DORS has in their electronic case management system a tool that will allow entry of job announcements from businesses that we partner with on a regular basis. Jobs can be entered and matched to the goals on the Individualized Plan for Employment (IPE) which will make it easier for DORS Business Liaisons and staff to go into the system and search for jobs with companies that want to hire a person with a disability. Training has begun with staff who will be utilizing this tool.

DORS currently has 10 business liaisons throughout the State, which is lower than in the past. Only one is working 100% as a business liaison, three days a week. All of the other DORS business liaisons are carrying very hefty caseloads. DORS has developed a business representative contractual position. DORS is hoping to

get the hiring exceptions approved in order to post and fill those positions. These positions will not be carrying a caseload.

Darlene Peregoy stated that the DORS Employment Specialists provide training to the DORS Business Liaisons which are held quarterly. The next training will be a partnership training where DORS will partner with DLLR business services staff to share resources and talk about disability and employment issues. Will be participating in a webinar on the new and expanded “Think Beyond the Label” website which is a marketing campaign that has expanded. Job seekers can visit this website and create accounts and apply for jobs matched up with employers that are looking to hire people with disabilities. This website has linked with internships.com to research businesses that are open to hiring a person on an internship.

Specific to the DORS Office for Blindness & Vision Services, Darlene Peregoy reported that the Career Life Planning and Job Squad Programs have been revamped. Instructors, Louis Smith and Tyson Fogle, from the Library for the Blind and Physically Handicapped, will be placing more emphasis on follow-up and job placement assistance on a more concentrated level.

Working more closely with Columbia for the Blind (CLB) and Blind Industries and Services of MD (BISM) to assist them with expanding their employment focus and their services. Have shared the DORS Job Squad curriculum and they are going to observe our training to incorporate this into their CORE training at BISM. Currently working with other community rehabilitation programs to train them on blindness and employment issues.

Darlene Peregoy and Jody Boone are going to meet with staff of the WTC Career Assessment Services to discuss the true needs in the work world and what resources are needed make sure that the recommendations for careers are matching up with what is needed in the workforce.

Members of the public expressed concern about how the information announcing job opportunities and internships is shared within DORS. Jody and Darlene stated that, with the new tool in the DORS case management system, DORS counselors will be able to review the jobs and internships available more quickly instead of

relying on emails. The communication will also be enhanced when the business liaisons are in place statewide.

Michael Whitehill suggested that when the DORS contractual business liaisons are hired that they develop a pool of volunteers from the local business community who have already gone through the practical problems of hiring persons with disabilities, to help smooth the way.

Al Sonnenstrahl inquired as to whether DORS has used Video Remote Interpreting Services for deaf/hard of hearing individuals that DORS has placed in employment. Darlene Peregoy stated that she has not, but we have staff members who do. Mr. Sonnenstrahl stated that employers are often concerned about the amount of money for interpreters so there is less incentive to hire deaf employees. The new technology allows video remote interpreting which allows you to contract with an interpreting agency and the cost are tremendously decreased. Mr. Sonnenstrahl suggested that discussion take place with Hank Passi.

Jody Boone stated that she went to a hiring event held by Kohl's Distribution Center and has recently had a call from Mercy Medical. Both companies, Kohl's in particular, had never hired anyone with a disability for their distribution centers. After the hiring event, the HR manager thanked DORS and said that she had never had such a group of well prepared applicants.

Public Comment

- Christopher Gross – DORS consumer under the RISE Program. Wanted to thank DORS for this opportunity. Emphasized the need to educate the employers. Normally people do not like to disclose their disability at an interview.
- Jacqueline Bustos – Daughter has been receiving services for the past three years. Attending Bucknell University with major in Chemistry. Her daughter uses a wheelchair for mobility. What has been crucial for her daughter is to have attendant care services and have a person there for her when the parent is not available. This is an area that needs a lot of support for the family. Attendant care services are very time consuming and expensive. It is a hard challenge in fiscally difficult times.

- Arnetha Bowers – Niece was attending college in Philadelphia when a brain injury occurred. Introduced to DORS and her life has changed.
- Shree Roles – Came as a consumer in 2004. Have returned because of a recent injury. Had difficulty in getting in touch with her counselor and contacted the Client Assistance Program (CAP). Stated that it is important to be an advocate for you. Has been placed in Category II and attended today because she feels as if she is stuck. Dan Frye stated that he would be happy to speak to her during the break and DORS will do everything in their capacity of assist her with her goals.

Chairperson/Vice Chairperson Reports (Dan Frye/Josie Thomas)

- CSAVR/NCSAB Conference, November 2012, San Diego, California – Chair Dan Frye will be attending the CSAVR/NCSAB and the National Coalition for State Rehabilitation Council Meetings in San Diego, California in October.
- SRC Learning Community Region III Meeting, October 2012 – Dan Frye, Josie Thomas and Sue Page will attend the SRC Learning Community Region III Meeting in October which will be held in Linthicum, Maryland.
- MRA/DORS Conference, October 2012, Ocean City, MD – All SRC members and invited to attend the MRA/DORS Conference in Ocean City, MD. Members are asked to contact Donna Lippa for more information.

Summary of MSRC Executive Retreat, August 22, 2012

- MSRC Legislative Event, February 5, 2013 – Council will need to identify legislative or specific policies that affect persons with disabilities. May need to enhance the legislative event in Annapolis.
- Council member community representation – Chair Dan Frye thanked all of the guests for attending the meeting today and stated that he will continue as Chair of make the meetings transparent to the public and will work to increase social media with the community.
- Review of Governance Documents – Dan Frye and Josie Thomas will review the governance documents (MSRC Bylaws) and report back to the Council at the November 2012 meeting.

- Social Media/establish ad hoc committee – Dan Frye re-introduced the subject of social media as it applies to the Council and will convene an ad hoc committee to include, Mike Bullis, Donna Lettow, Kim Schultz, Mary Manzoni and himself before the next Council meeting.
- Convene future SRC/SILC Meeting – Suggestion was made that MSRC consider meeting with the Maryland Statewide Independent Living Council for a joint meeting.
- Leadership Development Mentorship for incoming Chair/Vice Chair – Chair Dan Frye suggested that the MD SRC develop a mentorship program for all incoming Chairs/Vice Chairs to assure a smooth transition of leadership.
- SRC representation of 2012 Statewide Needs Assessment - The Statewide Needs Assessment is accomplished every 3 years. This assessment reaches out to unserved/underserved populations. DORS will be pulling from the DORS Executive Leadership Institute for participation on this committee. Tom Laverty, CAP Director and SRC Member, and Dan Frye will also participate on this committee.
- Presentations for future MSRC Meetings – Invite new Superintendent of Schools, Dr. Lillian Lowery, representative from DDA/MHA attend a future meeting; invite representative from TransCen to discuss what we have learned from MSTC.

Director’s Report (Sue Page)

- DORS Waiting List – Sue Page reported that there are currently 2,925 persons on the waiting list.
- SUCCESS Program - A number of programs have been developed around the country which enable students with intellectual disabilities to have a college experience focusing on employment. Many of these are at four-year institutions. While non-credit, they provide opportunities for students to participate with degree-seeking students in various ways. The first such program in Maryland is the SUCCESS Program at the University of Maryland Baltimore County. DORS is pleased to support this new program which will begin in the fall 2012 semester. They are expecting 6 to 8 students to participate this year. DORS has been working closely with the

Maryland Department of disabilities as it is implemented. Our plan is to provide \$2,000 of tuition assistance per academic year for each participant.

- Baltimore City Hiring Preference for Persons with Disabilities – Effective September 4, 2012, the Baltimore City Department of Human Resources is implementing a hiring preference for persons with disabilities meeting certain criteria. DORS has been designated to confirm whether an individual has a disability for this purpose.
- Governor Markell's (NGA) Employment Initiative – NGA's new Chairperson, governor Jack Markell (DE), has announced his year-long initiative of "A Better Bottom Line: Employing Persons with Disabilities." At the request for the Council of State Administrators in Vocational Rehabilitation (CSAVR), DORS has submitted examples of current initiatives/practices in Maryland that have demonstrated increased employment for individuals with disabilities.

Committee Reports

Membership Committee, Josie Thomas

- Anne Rea and Kali Mallik are completing their second full terms on the Council today. We are very grateful for their years of service!
- This is Carol Lewis' last meeting as a Council member. We are also very appreciative of Carol's contributions to the Council and to individuals with disabilities in Maryland.
- DORS is recommending Christopher Conklin, DORS counselor in the Salisbury office, for appointment to the Council.

Employment /Career Development Committee – Sue Page

- Sue Page announced that the Employment/Career Development Committee will be meeting on September 27, 2012 at the State Highway Administration in Hanover, MD. Agenda items will be Update of Workforce & Technology Center Program, DORS Employment Initiatives and a review of committee duties and goals for the upcoming year.

Blindness & Vision Services Committee – Mike Bullis

- The Blindness and Vision Services Committee will be meeting on October 4, 2012 at the Workforce & Technology Center to discuss goals for the upcoming year.

Policy and Planning Committee – Tom Laverty

- Rehabilitation Training-Office of Administrative Hearings has been scheduled for Friday, December 7, 2012. This training is provided by DORS staff and MSRC representative. Dan Frye will attend on behalf of the Council.
- Committee will begin planning for the upcoming SRC/DORS Public Meetings for 2013.

Public Relations and Quality Assurance Committee

- Committee will be meeting to begin planning for the 2012 MSRC Annual Report

Update of Maryland Statewide Independent Living Council (Laurie Elinoff)

- Maryland State Rehabilitation Council (MSILC) is working on their next State Plan for Independent Living (SPIL).
- MSILC conducted their first Statewide Needs Assessment for independent living.

The next full Council meeting is scheduled for Wednesday, November 7, 2012 at the Workforce & Technology Center in Baltimore, MD.

Respectfully submitted,
Donna Lippa