

Maryland State Department of Education
Division of Rehabilitation Services
General Employment Services Video Transcript

[SOUND OF CHIMES]

FADE IN: The MSDE logo appears on a white background and enlarges. It reads “Maryland State Department of Education. Equity and Excellence.” Then the DORS logo appears on the white background, two doors opening onto a bright yellow sunburst. The words “Division of Rehabilitation Services” appear on the screen a letter at a time.

VISUAL: MICHAEL, a bald black man with a thin mustache and a close-trimmed beard, wearing a blue button-down shirt and khaki pants, standing next to LAUREN, a white woman with long blonde hair, wearing a white top with a black cardigan and slacks. They are speaking in front of a corporate office background. The video is open captioned.

MICHAEL: Welcome to the Maryland State Department of Education’s Division of Rehabilitation Services, or DORS.

LAUREN: DORS helps job seekers with significant disabilities to prepare for, go to, or return to work. If you have a disability that makes it hard for you to get or keep a job and you want to work...

VISUAL: Two female DORS counselors sit behind a table at a transition fair in a community college gym. On their table are examples of low vision and blindness aids like talking clocks and white canes.

LAUREN (Voice Over): then DORS may be the choice for you.

VISUAL: The words **DORS OFFERS A VARIETY OF EMPLOYMENT SERVICES.**

LAUREN (V.O.): DORS offers a variety of employment services such as:

VISUAL: An older black man wearing a uniform in a room of industrial equipment. A superimposed graphic reads: **1. Career Counseling.**

LAUREN (V.O.): Career counseling

VISUAL: A middle-aged black woman arranges shelves of medical equipment in a CVS pharmacy. A superimposed graphic reads: **2. Job Training.**

LAUREN (V.O.): Job training

VISUAL: Three black students practicing transit mobility skills show off bus and train schedules in front of a rack of schedules. A superimposed graphic reads: **3. Job-Readiness Skills.**

LAUREN (V.O.): Job-readiness skills

VISUAL: A black teacher with her braids piled high on her head claps along with a small boy in a pre-school classroom. A young white man observes what she does. A superimposed graphic reads: **4. Training.**

LAUREN (V.O.): Training

VISUAL: A smiling young white man wearing a backpack and a t-shirt that says Retriever Nation stands outside in front of a map of the UMBC campus. A superimposed graphic reads: 5. Post-secondary Education.

LAUREN (V.O.): Post-secondary education

VISUAL: A young white woman in an automotive mechanic uniform buffs the finish of a newly repainted car. A superimposed graphic reads: 6. Job Seeking Assistance.

LAUREN (V.O.): Job-seeking assistance

VISUAL: A job coach works with a new mechanic in a busy automotive repair center. A superimposed graphic reads: 7. Job Coaching.

LAUREN (V.O.): Job coaching

VISUAL: A Jewish man in a yarmulke works at a computer in a classroom. A superimposed graphic reads: 8. Assistive Technology.

LAUREN (V.O.): Assistive technology

VISUAL: A young black man restocks shelves of bottles of water in a convenience store. A superimposed graphic reads: 9. Requesting Reasonable Accommodations.

LAUREN (V.O.): And requesting reasonable accommodations.

VISUAL: Michael onscreen, speaking in front of a shipping warehouse background.

MICHAEL: These services are designed to address your unique needs, whether this is your first time entering the workforce, or you are a returning worker.

VISUAL: Quick cuts of the following images:

- An older black woman with long curly graying hair counsels a student seen only from the back in her office.
- A bearded Hispanic man in a warehouse crosses his arms. He is smiling and wearing a yellow safety vest over his hoodie.
- A multiracial blind woman wearing an earbud looks up information on her iPhone using haptic touch while in a business meeting.
- A black man wearing a hearing aid sits cross-legged on his living room floor signing an ASL video conversation into the laptop on his lap.
- An Hispanic man in a yellow safety vest and orange hard hat and a similarly dressed Asian young woman push a hand truck through a warehouse.
- A young man listens to earbuds as he repairs the spokes of a bicycle wheel in a bicycle repair shop.

MICHAEL (V.O.): DORS counselors assist you by exploring career interests and abilities, while also addressing specific disability or health-related needs that may impact entering or being successful in the workforce.

VISUAL: Michael onscreen, speaking in front of a shipping warehouse background.

MICHAEL: You can find more information by going to the DORS website and selecting the links under Specialized Services.

VISUAL: Lauren onscreen, speaking in front of a pre-school classroom background.

LAUREN: DORS counselors will work with you to complete an Individualized Plan for Employment, or IPE. The IPE is an agreement between you and DORS which outlines the services you need to become successfully employed. Some IPE services may be provided by DORS staff and others by Community Rehabilitation Programs, known as CRPs.

VISUAL: Split-screen. On the left, a young Asian woman uses a folding device to professionally fold a shirt in a men's wear store. On the right, the words **COMMUNITY-BASED PROGRAM.**

LAUREN (V.O.): DORS is a community-based program...

VISUAL: Split-screen. On the left, a young Asian man in a mechanics uniform drains the oil from a car raised on a lift. On the right, the words **COMMUNITY-BASED PROGRAM WORKS WITH OTHER MARYLAND WORKFORCE PARTNERS.**

LAUREN (V.O.): that works with other Maryland workforce partners, such as the American Job Centers...

VISUAL: A young black man wearing an apron with a paw-print pattern shampoos a medium-sized white dog in a pet grooming business.

LAUREN (V.O.): adult education programs...

VISUAL: A group of six students and their two teachers outside a classroom building during a Chesapeake College campus tour.

LAUREN (V.O.): and colleges.

VISUAL: Seen from behind, a South Asian man in a wheelchair works on a computer with two large monitors displaying charts and graphs.

MICHAEL (V.O.): DORS Employment Services are subject to eligibility requirements.

VISUAL: A male instructor watches a young Hispanic man with a developmental disability complete a classroom assignment with colored pencils.

MICHAEL (V.O.): Your DORS counselor will explain more about eligibility for services.

VISUAL: A white teenage boy sits at a table signing in ASL to two friends seen from the back. One of the friends wears a hearing aid.

MICHAEL (V.O.): If you're eligible for Employment Services, you'll be notified and...

VISUAL: A young black man peers intently at his laptop.

MICHAEL (V.O.): provided information about the next steps in developing your IPE.

VISUAL: Michael and Lauren onscreen, speaking in front of a pharmacy background.

LAUREN: Please be aware that there may be a waiting list for DORS services. If that happens, you will be given information about programs and services that may help you while you are on the Waiting List.

MICHAEL: Ready to get started?

VISUAL: Screen shot of the home page of the DORS website. In the URL bar, the address dors.maryland.gov appears one character at a time as if being typed.

MICHAEL: Go to dors.maryland.gov and click on...

VISUAL: Screen shot of the “Request DORS Services” form from the website.

MICHAEL (V.O.): “Request DORS Services.

VISUAL: Close up on a black woman’s fingers with red-manicured nails typing on a laptop.

MICHAEL (V.O.): Scroll to the form and fill it out.

VISUAL: A young black woman lying on her bed types on her laptop with one hand while holding a cup of coffee with the other.

MICHAEL (V.O.): The form can be filled out by anyone –

VISUAL: Michael onscreen, speaking in front of a supermarket produce section background.

MICHAEL: you, a family member, a service, or a medical provider.

VISUAL: An Asian woman works on a laptop while seated in a comfortable living room chair.

MICHAEL (V.O.): Once the form is received...

VISUAL: A young white man takes notes in a notebook while using a laptop.

MICHAEL (V.O.): you’ll be contacted via text, email, or letter...

VISUAL: A bearded multiracial man wearing glasses and a gingham shirt speaks to a woman with blond hair in an office.

MICHAEL (V.O.): and assigned to the appropriate staff.

VISUAL: A black woman in a sweatshirt sitting at a laptop at her dining room table while talking on her iPhone.

MICHAEL (V.O.): You’ll receive a follow-up email or phone call to schedule your intake meeting.

VISUAL: Screen shot of the home page of the DORS website displayed on a laptop.

LAUREN (V.O.): You can find additional information about DORS services by selecting...

VISUAL: Web page displayed changes to the “Is DORS Right for Me” page.

LAUREN (V.O.): “Is DORS Right for Me?”

VISUAL: A young Asian woman works on a laptop.

LAUREN (V.O.): The information on our website...

VISUAL: Close up on the screen of a smartphone showing the DORS home page.

LAUREN (V.O.): is available in multiple languages.

VISUAL: Close up on the left column of the dors.maryland.gov home page. “Information About DORS in” becomes circled.

LAUREN (V.O.): Select “Information about DORS in....”

VISUAL: Screen shot of the “Recepción a DORS” Spanish-language page of the DORS website.

LAUREN (V.O.): and select your or your family’s preferred language.

VISUAL: Map of Maryland with pins in the DORS locations

LAUREN (V.O.): MSDE DORS is located in more than twenty offices around Maryland.

VISUAL: Lauren onscreen, speaking in front of a women’s clothing store background.

LAUREN: Find your local office by going to dors.maryland.gov and select “Find my Local DORS Office.”

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