

All About Sara



The Maryland Division of Rehabilitation Services (DORS) is pleased to introduce you to our client communication software: **Sara**.

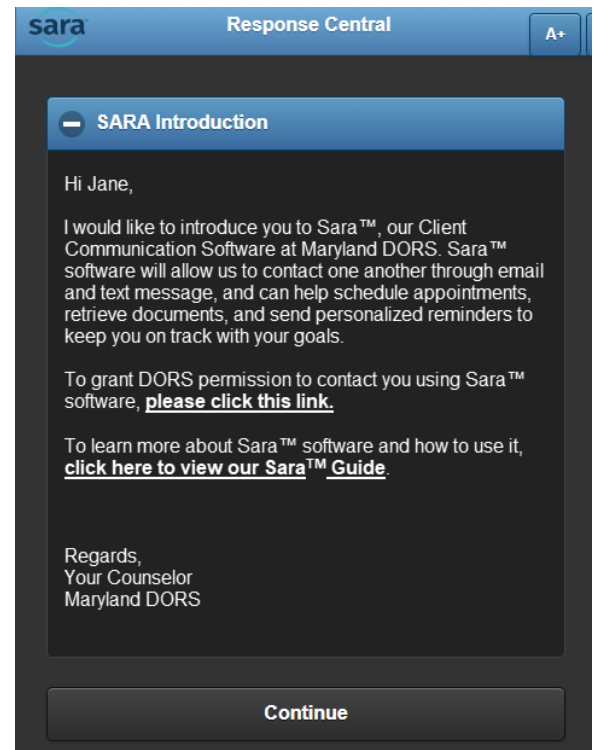
When should I expect to hear from Sara?

After Requesting DORS Services, in about 10 business days you will receive a text message and email introducing Sara.

Text messages will come from **34459**, and emails will come from DORS (sara@sara.digital).

Select **"I accept"** to consent to receiving texts or emails from Sara.

You can also connect directly to your DORS counselor by texting **95424** after you receive a text message and email from Sara.



Frequently Asked Questions (FAQs):

1. *Is it mandatory to receive communications from Sara?*

No, accepting communications from Sara is not mandatory; but it will help you stay in touch with your DORS counselor.

2. *Is my personal information safe when using Sara?*

Yes, your confidential information is secure and only viewed by authorized DORS staff.

3. *Can I communicate with my counselor through other methods?*

Yes, Sara will not replace any meetings or phone calls with your counselor. Sara is simply designed to make communication more convenient.

