

Minutes from CRP Advisory Committee Meeting May 19, 2025

In Attendance:

DORS Staff: Dr. Erikk Bonner, Jody Boone, Patrick Peto, Beth Lash, Darlene Peregoy, William Georg, Wanda Peele, Randy Diehl, Tamla McDowell-Omodho, Kimberlee Schultz, Jessica Markum, Catherine Drake and Dr. Katherine Jones (MSRC)

Individuals representing DORS CRPs attended this virtual meeting. All CRPs and CAS providers were invited.

Introduction (Tamla McDowell-Omodho)

Dr. Erikk Bonner (Assistant State Superintendent):

Dr. Erikk Bonner provided updates on strategic community engagement, workforce partnerships, and service delivery innovations. He highlighted increased direct engagement with local partners, enhanced focus on CRP quality and accountability, and efforts to deepen connections with educational agencies. DORS is also working to expand its service models, moving forward to further modernize its accessibility to consumers along with modernizing the long-term goals of DORS. Dr. Bonner would like to thank staff for their hard work and resilience and daily commitment that drives the outcomes of DORS consumers whether the goal is employment, independence or the dignity of those with disabilities.

Patrick Peto (Program Manager- Quality Assurance, Policy & Planning):

Patrick discussed policy updates, including changes to financial participation and post-secondary education, as well as successful outcomes from recent case service reports. Patrick states that the two policy updates they are currently focusing on are the return of financial participation along with some changes to post-secondary education. There will not be any changes to already approved plans of the consumers and the services will continue exactly as they are written. New or amended plans will reflect any policy changes as they are written. The Adult Learning Experience (ALE) has slight changes with the length of the program going from 12 weeks to 8 weeks and going from 40hrs a week to 20hrs a week (or a combination there of) with a goal of staying within the 160-hr. window. DORS has achieved a goal of 255 successful outcomes this quarter.

Jody Boone (Senior Executive Director):

Jody emphasized the importance of providers submitting invoices within 45 days of service provision, as per Federal regulations, and introduced a new email inbox for invoice inquiries (<https://www.surveygizmo.com/s3/5681670/DORS-Invoice-Reports-Portal-062520>). She explained that while providers should continue to submit invoices through the existing portal, they can use the new inbox for questions about delayed payments. Jody also mentioned that staff would meet monthly with their assigned CRPs to discuss billing and referrals and clarified that providers should bill for services monthly rather than waiting until the end of a service period.

Randy Diehl (MIS Director):

Randy discussed the requirements for providers who wish to build their own portal for sending referrals, including the need for a SOC 2 security report and WCAG 2.1 accessibility standards report, which must be approved by the Maryland State Department of Education's Change Control Board and the Department of Information Technology. He also mentioned a new restriction on sending confidential information (social security numbers, credit card info, etc.) outside of maryland.gov email addresses, which will make communication with CRPs more challenging. Randy explained that he is working on changing the invoice and reports portal to ensure that emails are sent after the review page, and he asked that providers who wish to use a customized portal send a letter to Kate Drake and Tamla stating their intention.

Beth Lash (Director, Office of Field Services):

Beth discussed authorization approval processes and emphasized the importance of completing pending authorizations to meet the 15% budget requirement for pre-employment transition services by September 30. She also introduced a new certified logistics training program in partnership with Howard Community College and other organizations.

Darlene Peregoy (Director, Administration and Financial Services)/William Georg (Program Manager II Community Resources and Administration Support):

Darlene and Bill provided reminders about monitoring provider compliance, updating cooperative agreements, and signing up for electronic funds transfer. As a reminder, the DORS website is available for CRPs including updates, resources, and most recent forms along with the minutes for the advisory meetings (<https://dors.maryland.gov/crps/Pages/CRPs.aspx>).

Darlene Peregoy (Director, Administration and Financial Services)/William Georg (Program Manager II Community Resources and Administration Support) cont'd.:

DORS continues to collaborate with the Maryland Works Program to ensure that providers who have contracts with the Employment Works Program are in good standing with DORS and have a cooperative agreement in place. Being in good standing means that the services being provided by the community partners are as stated in the cooperative agreement, especially core services (job coaching/development) CRPs are to be mindful of the dates within the cooperative agreements and are encouraged to review the cooperative agreements in the event any updates/changs need to be made Tamla (tamla.mcdowell-omodho@maryland.gov) Kate (catherine.drake@maryland.gov) or Bill (william.georg@maryland.gov) can make the updates quickly and in an effective manner. Please advise DORS when addresses (physical or email) or Leadership changes (we will need a new W9 and a blank Invoice). CRPs are encouraged to sign up for EFTs (Electronic Funds Transfer) in which CRPs can be paid faster versus receiving a check by mail ([State of Maryland Electronic Funds Transfer \(EFT\)](https://www.marylandcomptroller.gov/state-agencies/accounting/eft-ach-for-vendors.html)). Once the form is downloaded and completed it has to be forwarded to the Comptroller of Maryland (<https://www.marylandcomptroller.gov/state-agencies/accounting/eft-ach-for-vendors.html>) in order to receive the ETF. CRPs can check the status of payments via the Comptroller's GAD (General Accounting Division) website (<https://interactive.marylandtaxes.gov/extranet/gad/GADLogin/login.asp>).

Kimberlee Schultz (Director, Office of Communications & Accessibility)/Donna Lettow (Digital Accessibility & Communication):

Donna presented an overview of new accessibility requirements under the Americans with Disabilities Act (ADA) Title II (<https://www.ada.gov/resources/web-rule-first-steps/>) which will take effect on April 24, 2026. She explained that CRPs subcontracting with state agencies must follow these requirements, which include meeting Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards for web content and mobile apps. Donna provided several resources, including webinars from the IT Accessibility Initiative for Maryland TAP and University of California Berkeley (<https://dap.berkeley.edu/>) as well as practical testing methods like the "no mouse challenge" and browser magnification tests. She announced plans for a longer meeting to discuss more detailed accessibility preparations and available support resources.

Jessica Markum (Staff Specialist, Transition):

Jessica Markham explained the components of Pre-ETS (Pre-Employment Transition Services) including Work-Based Learning Experiences (WBLE) and clarified changes to agreements and invoicing processes. Pre-ETS consumers must be between the ages of 14-21, registered in school and have a disability. She emphasized the importance of completing existing Pre-ETS referrals and authorizations, particularly during the summer months. Jessica addressed questions about authorization periods, student eligibility for Pre-ETS services, and payroll requirements for work-based learning experiences. Jessica clarified that students taking part in work-based learning must be treated as employees with agencies required to withhold taxes and issue W-2 forms. She also noted that while graduation typically marks the end of Pre-ETS services, exceptions may be made for students who have already started services and are close to completion. Students enrolling in college under age 22 may continue to qualify for Pre-ETS, pending registration information. Providers to stay in touch with counselors regarding student eligibility and service continuation. Mrs. Markum can be reached for questions concerning Pre-ETS or WBLE at jessica.markum@maryland.gov .

Wanda Peele (Program Manager II - Business Relations Branch):

Wanda Peele highlighted the easier accessibility of the BSR Bugle newsletter which has resume training opportunities, CRP trainings, DORS staff trainings, Pre-ETS after school trainings along with other updated related information which can be found online here <https://content.govdelivery.com/accounts/MDMSDE/bulletins/3df0334>. Resume training includes regular resume writing training along with federal resume writing training. Registrations can also be completed via the link provided above. CRPs and DORS staff are welcome to join in any of the training. For any questions or concerns Mrs. Peele can be reached by email at wanda.peele@maryland.gov.

Dr. Katherine Jones (Chair of the Maryland State Rehabilitation Council):

Dr. Katherine Jones, Chair of the Maryland State Rehabilitation Council, invited CRPs to participate in SRC's quarterly meetings and provided details on how to submit comments, questions or concerns about possible changes in policy, quality of services delivered etc. she can be reached at src.dors@maryland.gov. Dr. Jones ended with a call for CRPs to engage with the State Rehabilitation Council and to provide feedback.

Questions/Concerns from attendees:

End of Meeting