

CRP Advisory Committee Meeting
September 22, 2020
Google Meets
10 am – 11:30 am

Attendance:

DORS Staff: Jody Boone, Toni Cobb-Cannon, Scott Dennis, Randy Diehl, Kate Drake, Jill Hill, Toni March, Tamla Omodo-McDowell, Darlene Peregoy, and Patrick Peto.

Provider Staff: Karen Morgret (TLC, Outcomes), Ron Mould (Arc of Southern Maryland), Marsh Legg (Opportunity Works and SRC), Melissa Margraff and Reanna Miller (Appalachian Parent Association), Sherry Klapaska (Arc of Northern Chesapeake), Christine Watkins (United Counseling and Support Services), Ron Vaughn (New Horizons Supported Services), and Natalie Liniak.

Other Guests: Staci Jones (DDA), Susan Polarski NJ DVRS, John Biggs, NJ DVRS, and Deborah Vaughn, NJ DVRS.

Scott Dennis, Assistant State Superintendent in Rehabilitation Services

Past 6 months have been a learning experience for DORS. Thanks to providers for their continued partnership in the provision of services to persons with disabilities across the state.

DORS Federal Fiscal Year is October to September. During the pandemic, DORS has remained unscathed and did not lose as much money as anticipated.

DORS has met FY 2020 for MATCH and Maintenance of Effort (MOE). This enabled DORS to obtain re-allotment funds for approximately \$1.8 mil additional funds. DORS budget was \$48 mil for FY 2020.

FY 2021. DORS is in a good place. The first three months of FY 21 are already encumbered. It is unclear as to the remainder of FY 21. Will advise if/when cuts are needed.

Virtual Services:

DORS has been working closely with BHA and DDA to assure the services are presented with a clear, consistent message across agencies regarding the use of virtual services and platforms.

DORS has received positive feedback regarding virtual services from both providers and consumers and will continue to use virtual services moving forward.

Use of in-person services. DORS is leaving **it to** the discretion of the providers. DORS will work with providers to support their moving forward in providing in-person services as they indicate they are ready to do so.

Darlene Peregoy, Director Administration and Financial Services

Kate Drake continues to work with BHA and OPTUM on the transition. Mandatory training for DORS OPTUM users will be conducted on October 6, 8, and 13 and will cover how to successfully navigate the system. Future trainings will be provided for new DORS counselors and as a refresher, and a user manual will be provided.

Kate and Toni continue to work with CRPs to update their cooperative agreements with DORS. There have been some that have been unresponsive and after multiple attempts to engage them and determining that they have not done any significant business with DORS since their last cooperative agreement, they have been removed from the DORS fee schedule. We encourage CRPs to work with us in updating our cooperative agreements so that we can keep them on the fee schedule as a valuable resource.

Most of the virtual services we have added, such as Investigative Assessment, virtual EDS, and many of the Pre-ETS services are going well. Kate Drake continues to review the Investigative Assessment reports and provide feedback and guidance to individual providers as needed.

We will be looking to develop a portal for CRP Applications and documents

The Business Relations Branch is conducting virtual meetings for the regional Workforce Alliance Groups. These groups bring together our Business Services Representatives, CRP employment specialists and job coaches, AJC staff and others engaged in employment of individuals with disabilities to share resources and training, make connections and develop relationships. The Baltimore area meeting recently had one in Baltimore with over 40 people participating.

BSRs recently held virtual trainings for workforce partners, consumers and businesses in celebration of ADA 30th anniversary. Topics included resume development, the ADA and what job seekers and businesses need to know, and disclosure of disability. Over 70 CRP staff participated in these. The recordings of those will soon be on our website so they can be accessed at any time.

Wanda Peele, Business Relations Manager, will be invited to the next meeting so she can talk about the BSRs work with businesses and building of relationships with CRPs to assist our consumers with gaining employment. In the meantime, she can be reached at wanda.peele@maryland.gov.

Jody Boone, Director of Field Services

Thank you to the CRPs for working with DORS to get all the signatures in place for the addendums and updated agreements that have been sent to provide virtual services during the pandemic.

Also, thanks to the providers for their flexibility and creativity in the provision of virtual services, which has allowed DORS to expand services to individuals in the furthest points in the state, who previously had difficulty participating in services.

Field Services is in the process of updating their MOUs with the local school systems. This process is overdue. Jill Hill is working with the local school systems to get this completed in the near future.

DORS is watching the schools and their efforts to bring the students back for in-person services as a gauge of when in-person services may be offered by DORS to students in the future.

DORS field offices remain closed. Staff are still providing authorizations for services to providers for Adult services.

Toni March, Director of OBVS

Current OBVS vendors are providing virtual services: These services include: Blindness 101, Explore Work, Mentoring, College Mentoring, Work Readiness Assessment, and Job Development/ placement.

CORE BISM in person: accepting referrals, with the intension of providing services in the near future

Independent Employment Specialist Program: Continues to operate and serve consumers

Recently training on serving OBVS consumers July 29, 2020. The following agencies participated: Arc of Norther Chesapeake, Pendergrass Alston Consulting Services and VSP.

OBVS is still in need of additional providers for job placement assistance and job coaching

Louisiana Center is providing comprehensive services in person.

Patrick Peto, Program Manager, Quality Assurance, Policy & Planning

DORS is working to align workflow throughout the state in this virtual environment which means that DORS is incorporating electronic means into the daily case flow. Less paper, more streamlined.

Providers will notice that consumers may be served by staff in another area of the state as work can now be done virtually. Please bear with the staff as they learn about the resources from these other areas.

Randy Diehl, Manager MIS

Portals – Invoicing and Reports. DORS completed the third update recently. The portal is an effort to streamline invoice and report submission and reduce delays in payment.

Possible issues with non-received submittals may be due to Survey Gizmo inadvertently dropping invoices or emails greater than 25 megs which will cause the email to not go through. This information has been recently added to the Portal Welcome Page. The CRP will not be aware that an invoice was not received; however, the CRP will receive a confirmation email when the invoice is received. Images that contain graphics may cause the email to exceed 25 megs. Providers should check the size of their document prior to attempting to send it.

Randy has streamlined the entry of the CRP name in the creation of a drop down menu that lists all of the providers. If a provider is not able to find their name, they can use the feedback box to let MIS know.

Additional portal is available for DORS to send information/referrals to the providers.

DORS has instituted a payment tracking process that will compare invoices submitted to assure that invoices are reconciled in a timely manner. This process will alert staff if an invoice has been submitted but not acted upon.

Jill Hill, Staff Specialist, Supported Employment & Pre-ETS

Pre-ETS services are being provided virtually. Jill is working with providers to see where they are currently in the provision of services.

All five services are currently available throughout the state.

WBLE remains suspended; however, Jill is looking for an opportunity to support some of the aspects of WBLE virtually.

DORS is using the school guidelines to evolve delivery. Stay tuned. As counties begin to bring back their students, Jill will communicate with the providers affected. Information about Pre-ETS is posted on the DORS website.

Jill is updating her list serve. Please notify her if you are not receiving notification regarding Pre-ETS and she will add your name to the list.

Jill is working with the providers participating in the RSA WBLE Grant. Of the 7 sites, 8 are looking to continuing the coordination of services after the grant expires.

Jill is not certain as to when new proposals for Pre-ETS will be accepted. This is a topic of discussion for the DORS Annual Planning Meeting coming up in October. DORS is looking at a new service structure/delivery process for Pre-ETS. Stay tuned.

Scott Dennis, Update on Category 2

DORS is under an Order of Selection. Maryland has three categories: Category 1 – Most Significantly Disabled; Category 2 – Significantly Disabled; and Category 3 – Not significant. Category 3 has not been open in over 20 years.

Since 2007, 2008, Category 2 has been waitlisted. As VR funds have decreased and Pre-ETS services have increased substantially since 2018, Category 2 remains closed.

DORS is currently working to re-evaluate individuals on the waitlist to see if their medical situation has changed and/or if additional documentation is available to substantiate an increase in severity.

Individuals on the waitlist are provided information regarding where they can go for services such as the local America's Job Center.

DORS cannot provide benefits counseling services to individuals on the wait list. Only assessments can be provided to determine if an individual meets the criteria for category 1.

Ideas for Next Meeting:

A discussion of which counties have been re-opened during the quarter and how DORS will be approving services to students as counties re-open.

Examples of how providers are providing virtual services as a Tech Highlight moment. Providers who would be willing to share how they are providing services including which platforms they are using. This could also include DORS staff

Update on the Federal Budget and its impact on DORS.

Next Meeting: TBD; will send notice when date is set.