Maryland
DEPARTMENT OF SOCIAL AND ECONOMIC MOBILITY

Minority Business Enterprise Ombudsman Unit
Maryland Department of Social and Economic Mobility (DoSEM)



MBE OMBUDSMAN UNIT

EDUCATION. CHANGE. RESOLUTION.

Established under State law, the **MBE Ombudsman Unit** began work in January 2024 and is part of the Maryland Department of Social and Economic Mobility (DoSEM). The unit helps MBEs, prime contractors, and Contract Entities resolve issues that arise during the performance of State contracts.

Key duties

Resolve
Work with prime contractors and MBEs to resolve issues that arise during contract performance.

Guide
Develop policies and guidance to help Contract Entities carry out the MBE Program.

Track
Oversee data collection of documented nonperformance by prime contractors.

Train
Conduct training for non-MBE prime contractors and for MBEs performing as prime contractors or subcontractors.

Subject matter expert. The unit also advises executives, legislators, State personnel and stakeholder organizations on the MBE Program.

Certified MBEs
performing on State contracts as prime contractors or subcontractors.

Prime contractors
meeting MBE participation goals and reporting on them.

Contract Entities
carrying out the MBE Program, including contract monitors and MBE Liaisons.

Request a meeting

Who we are and when to contact us are on the other side.

EconomicMobility.Maryland.gov

410-697-9600 | mbe.ombudsman@maryland.gov | 100 Community Place, 4th Floor, Crownsville, MD 21032

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WHEN TO CONTACT THE MBE OMBUDSMAN UNIT

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MINORITY BUSINESS ENTERPRISE MBE PROGRAM

Three steps to resolution

1

Start with the prime contractor

Raise the issue with the prime contractor on the contract.

2

Contact the Contract Entity

If it is not resolved, contact the Contract Entity's contract monitor and MBE Liaison.

3

Contact the MBE Ombudsman Unit

If the issue is still not resolved, contact us by phone, email, or the request form.

What we can help with

Payment
Late or missing payments to MBEs on State contracts.

Performance
Disputes about scope, schedule, or quality between a prime contractor and an MBE.

Compliance
Questions about MBE participation goals, reporting, and documented nonperformance.

Training
Sessions for prime contractors, MBEs, and Contract Entity staff on carrying out the MBE Program.

Fraud Hotline
The MBE Ombudsman Unit also manages the Fraud Hotline. If you suspect fraud, call **410-697-9611**.

Meet the team

NJ — **Nichelle Johnson**
MBE Ombudsman

TB — **Tracie Bolden**
MBE Ombudsman Compliance Manager

SP — **Shanique Pinder**
MBE Ombudsman Compliance Manager

CP — **Catherine Porterfield**
MBE Ombudsman Compliance Manager

Contact the unit

Scan to request a meeting

MBE Ombudsman Unit
Phone: 410-697-9600
Email: mbe.ombudsman@maryland.gov