GUIDING PRINCIPLES

Independence – Reports directly to the Maryland Department of Human Services (DHS) Secretary and works independently from the local Departments of Social Services.

Impartiality – Operates in a neutral manner and completes a comprehensive, unbiased review of matters using all relevant information and makes recommendations.

Confidentiality – Holds communication in confidence to allow concerns to be addressed without fear of retaliation and will not disclose the identity and information without the individual’s consent.

Jeannette (Jenny) Jumbelick
Resource Parent Ombudsman
(410) 767-9672
Jeannette.Jumbelick@maryland.gov

HOW TO GET IN TOUCH

Online Resource Parent Inquiry
https://tinyurl.com/RPinquiry
311 W. Saratoga Street, Room 357
Baltimore, MD 21201

Maryland Resource Parent Association
www.mrpa.org info@mrpa.org

Payment Issues
(Foster Care Checks)
877-DHS-2PAY (877-347-2729)

A dedicated advocate to Resource Parents
The **Resource Parent Ombudsman** (formerly known as Foster Parent Ombudsman) advocates on behalf of Resource Parents in Maryland, supports their rights, and ensures their voices are heard and concerns are addressed.

**HOW THE OMBUDSMAN CAN HELP YOU?**

- Serves as a direct line for questions and concerns
- Assists as an intermediary to address any differences that may arise between resource parents and a local Department of Social Services
- Ensures resource parents know their rights, feel supported, and are members of the Child Welfare team
- Provides resource parents with information on policies and regulations
- Recommends policy changes designed to improve services and correct systemic issues
- Collaborates with DHS’s Social Services Administration and the Maryland Resource Parent Association on best practices

**RESOURCE PARENT OMBUDSMAN PROTOCOL**

1. **Listen to resource parent concerns**
2. **Empower resource parent to resolve issues with the local Department of Social Services**
3. **Gather and review all relevant information**
4. **Remain neutral and impartial**
5. **Formulate a process for mediation and make recommendations when appropriate**
6. **Report outcomes to the Secretary of the Maryland Department of Human Services**