

## 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.

*Helping Families Blossom...  
Because Place Matters*



## HOW TO GET IN TOUCH



**Jeannette (Jenny) Jumbelick**  
Resource Parent Ombudsman  
(410) 767-9672

✉ [Jeannette.Jumbelick@maryland.gov](mailto:Jeannette.Jumbelick@maryland.gov)

**Online Resource Parent Inquiry**  
<https://tinyurl.com/RPinquiry>

311 W. Saratoga Street, Room 357  
Baltimore, MD 21201

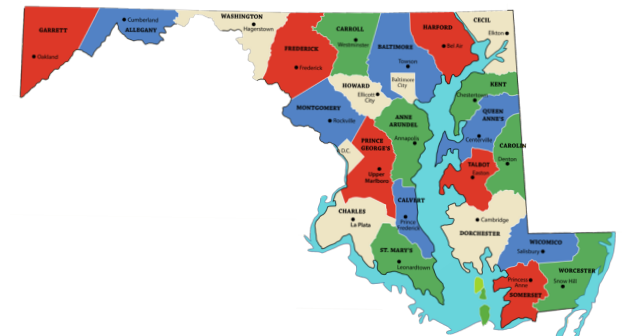
**Maryland Resource Parent Association**  
[www.mrpa.org](http://www.mrpa.org) ✉ [info@mrpa.org](mailto:info@mrpa.org)

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



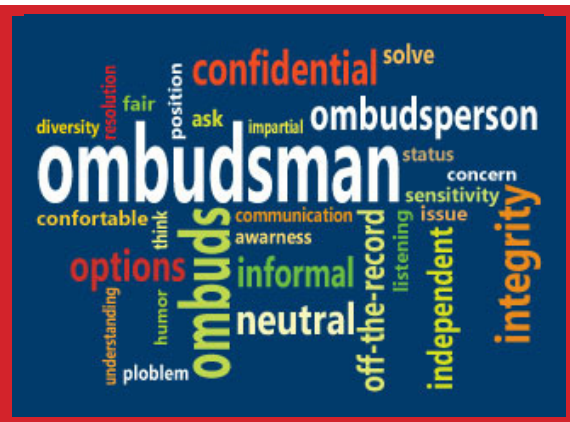
## RESOURCE PARENT OMBUDSMAN

Maryland Department of Human Services



*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

