



## RESOURCE PARENT OMBUDS

# Rebecca Rice



## HOW TO GET IN TOUCH

### Resource Parent Ombuds

☎ 443-902-1826

✉ [Rebecca.Rice1@maryland.gov](mailto:Rebecca.Rice1@maryland.gov)

## A DEDICATED ADVOCATE

The Resource Parent Ombuds advocates on behalf of resource and kinship parents in Maryland, supports their rights, and ensures their voices are heard and concerns are addressed.

## 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.

## Maryland Resource Parent Association

🌐 [www.mrpa.org](http://www.mrpa.org)

✉ [info@mrpa.org](mailto:info@mrpa.org)

## National Foster Parent Association

🌐 [www.nfpaonline.org](http://www.nfpaonline.org)

## Payment Issues (Monthly Care Stipends)

☎ 877-DHS-2PAY (877-347-2729)





## HOW THE OMBUDS CAN HELP YOU?

- Serves as a direct line for questions and concerns
- Assists as an intermediary to address any differences that may arise between foster parents and a local Department of Social Services
- Ensures foster parents know their rights, feel supported, and are members of the Child Welfare team
- Provides foster 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 OMBUDS PROTOCOL

