HOLA! Toolkit
Hispanic Outreach Launch Assistant
2011

*Developed in partnership between The Arc Maryland and The Arc of Frederick County
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1. Introduction

- **Background & Purpose**

The Hispanic population in the state of Maryland has been consistently growing over the last two decades as seen in the numbers released by the US Census 2010. This segment of the community is now the second largest minority group in the state. This massive growth is calling for an increased level of awareness, readiness and programs that can address and meet the needs of this population in an effective and competent manner. Furthermore, there is a large number of Latinos with developmental disabilities who are currently lacking the attention and intentional outreach they so desperately require so that they may participate fully in the community, receive supports and services, and have a voice as self-advocates.

The Arc Maryland, with funding from the Maryland Developmental Disabilities Council, is leading a project that will improve access to services for members of the Hispanic community who have developmental disabilities and their family members by providing information, resources and training to agencies that support people with developmental disabilities.

- **About the Toolkit**

As part of the project, The Arc Maryland convened a steering committee to identify best practices on how to conduct outreach and awareness to individuals with developmental disabilities and their family members in the Hispanic community. The Steering committee also assisted with the development of the HOLA! Toolkit (*Hispanic Outreach Launch Assistant*). The HOLA! Toolkit will assist providers in reaching members of the Hispanic community who have developmental disabilities and their families to offer services and supports and improve access to community resources.

- **Partners**

The HOLA! Toolkit has been developed in partnership with The Arc of Frederick County and in collaboration with representatives from the following agencies:

- The Arc Baltimore
- The Arc Central Chesapeake Region
- The Arc of Frederick County
- The Arc of Howard County
- The Arc Montgomery County
- The Arc Prince George’s County
- The Parents Place of Maryland
- Governor’s Commission on Hispanic Affairs
- Maryland State Department of Education, Division of Special Education/Early Intervention
- Maryland State Department of Education, Division of Rehabilitation Services
2. Latinos in Maryland by the numbers

2.1 General Demographics

<table>
<thead>
<tr>
<th>Total Hispanic Population in Maryland in 2010</th>
<th>470,632</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanics Share of Total Population in 2010</td>
<td>8.2%</td>
</tr>
<tr>
<td>Compared to Hispanic Population in 2000</td>
<td>242,716</td>
</tr>
<tr>
<td>Hispanic change from 2000 to 2010</td>
<td>106%</td>
</tr>
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</table>

Copyright © 2010 US Census Bureau

- Hispanic Population Growth by County in the last 2 decades

<table>
<thead>
<tr>
<th>County</th>
<th>1990</th>
<th>2000</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegany</td>
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<td>571</td>
<td>1,085</td>
</tr>
<tr>
<td>Anne Arundel</td>
<td>6,815</td>
<td>12,902</td>
<td>32,902</td>
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<tr>
<td>Baltimore City</td>
<td>7,602</td>
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<td>Baltimore Co.</td>
<td>8,131</td>
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<td>33,735</td>
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<td>Calvert</td>
<td>502</td>
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<td>Caroline</td>
<td>231</td>
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<td>Carroll</td>
<td>903</td>
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<td>Cecil</td>
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<td>Charles</td>
<td>1,705</td>
<td>2,722</td>
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<td>Dorchester</td>
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<td>385</td>
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<tr>
<td>Frederick</td>
<td>1,713</td>
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<tr>
<td>Garrett</td>
<td>110</td>
<td>131</td>
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<td>Harford</td>
<td>2,821</td>
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<td>Howard</td>
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<td>7,490</td>
<td>16,729</td>
</tr>
<tr>
<td>Kent</td>
<td>467</td>
<td>546</td>
<td>907</td>
</tr>
<tr>
<td>Montgomery</td>
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<td>100,604</td>
<td>165,398</td>
</tr>
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<td>Prince George’s</td>
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<td>Queen Anne’s</td>
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<td>Somerset</td>
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<tr>
<td>Wicomico</td>
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</tr>
<tr>
<td>Worcester</td>
<td>275</td>
<td>596</td>
<td>1,622</td>
</tr>
</tbody>
</table>
2.2 Hispanics with Disabilities in Maryland

In 2007 Disability Data reported **12,850** Hispanics with a disability between the ages 21-64 in Maryland (Based on a Census 2005-2007 Sample).


In 2008, Cornell’s University Disability Status Report indicated that the overall percentage (prevalence rate) of disability among people of Hispanic/Latino origin of all ages was 5.2%. Based on their findings, there were around **19,200** people with disabilities of Hispanic/Latino origin in Maryland.


In 2010, the Maryland Department of Planning reported that 8.8% of students with disabilities, ages 3-21 are from Hispanic origin. Based on their findings, there were around **8,988** Hispanic students with disabilities.

Maryland Department of Planning, Projections and Data Analysis/State Data Center, February 2011

2.3 Current and Future Needs

Numbers speak for themselves about the necessity for developing effective outreach methods, but they also show the current seeming disparity in the way Latinos with disabilities and their families can access information and resources when compared to the rest of the population.
Here is a list of current and future needs related to serving Latinos with disabilities and their families.

- **Current & Future Needs**

  - **Organizations/agencies with accurate and relevant written information in Spanish** – The number of organizations and agencies that do not have even basic information in Spanish about their services and programs is overwhelming. This lack of information limits families’ access to services and removes their power to make choices.

  - **Use of media in Spanish** – in this technological era organizations should utilize social media (Facebook, blogs, tweeter, etc.) and other electronic means to reach out to the Hispanic community.

  - **Service organizations with competent bilingual staff** – in order to provide a more personalized service to the Hispanic community, it is essential that service organizations plan to hire qualified bilingual staff.

  - **Organizations/agencies with a clear understanding of the Hispanic community’s culture and values** – our diverse community calls for culturally competent organizations that can build bridges among cultures and effectively communicate with the community.

  - **Educate & Inform families about services available in their language** – Education and information on time will promote early detection and identification. In addition, informed families will be able to advocate much better on behalf of their loved ones. Trainings, workshops, conferences should also plan to include Spanish-speaking parents.

  - **Programs and services that promote ethnic inclusion** – service organizations should plan services and events that encourage participation from the Latino community (daycare, workshops, family events, festivals, fairs, etc.)

  - **Programs and services for Hispanic children and youth with disabilities and their families** – There are more than 8,500 Latinos with disabilities between the ages of 3-21 in Maryland, which tells us the imperative need for organizations to provide or get ready to provide services (i.e., information & referral, school advocacy, transition, in-home supports, autism waiver, respite, etc.)

  - **Employment services for individuals with disabilities** – If we look at the statistics we can conclude that the need for employment services in Spanish will only continue to increase every year. Organizations should plan accordingly for present future approaches.
- **All DDA funded services** – State and local agencies, as well as service providers, should plan and find ways to have applications, informational brochures, and case management services in Spanish.

- **Programs and services for Hispanic adults with disabilities and their families** – from employment and residential programs to vocational and recreational opportunities, there is a lack of choices and services targeted to Hispanic adults with disabilities.

- **Training of interpreters** – In many instances, the translation is informal and creative (a family member who speaks some English, for instance) but it is not structured and accurate. More interpreters and organizations that know how to use these services are needed.

### 3. How to Start a Hispanic Outreach Program

#### 3.1 Plan

As with any organizational endeavor, it is very important to have a plan in order to be as effective as possible and at the same time avoid any potential obstacles once the project is in motion.

- **First** - Have a meeting with your staff to discuss the organizational strategies for approaching this project. For instance, some of the topics that can be addressed are:

  - **Community Survey** – Get basic statistical information of the Hispanic community in your county or city. This will help you to allocate resources and plan outreach efforts more effectively. You can visit the US Census website (www.census.gov) or State Data Center (www.mdp.state.md.us/msdc) to obtain current data.

  - **Mission** – What do you want to accomplish? Purpose and direction of the project.

  - **Goals** – Measurable objectives. What type of services will you be offering? For instance: 
    - **Information and referral**: Offering support navigating and applying for services, and connections to generic resources in the community.
    - **School Advocacy**: Observations, problem solving, participating at IEP meetings, etc.
    - **Support group**: Bringing together individuals and/or families to foster natural supports.
    - **Case management**: Coordination of services and supports in the implementation of individual plans.
    - **Other services**: Such as Translation, Transportation, Recreation, Self-Advocacy, etc.
- **Basic Approach** –
  Who: hired staff, a volunteer, or an intern, a trained parent?
  When: time commitment – part-time, full-time, or few hours per week?
  How: *phones and email only (hotline)* – only responding to phone and email messages in order to connect people to resources in the community or lead them in the right direction.
  *home visits and/or community visits* – set up actual meetings to get to know the individual and/or families and develop a plan of action.

- **Partner** – Make a list of organizations/agencies in your community that you can partner with to disseminate information and obtain referrals (infant & toddlers, social services, school system, community centers, etc.). Send them a letter or email sharing your outreach intentions and how you can partner with them.

- **Local Resources** – Make a list of services available in your community (social services, food banks, recreation departments, health clinics, churches, etc.) that may be able to assist the families/individuals you will be serving.

- **Funding** – How are you going to pay for your outreach program? Are you seeking funding, writing grants, or allocating funds within your organization’s budget?

- **Second** – Begin translating basic materials into Spanish before you begin promoting. *Please refer to section 12 for sample materials.*

- **One-pagers or brochures** – Describing your organization and the services you will be providing to the Hispanic community.

- **Flyers** – Direct and to the point. Avoid jargon. Use common vocabulary and highlight the services you can provide. Add contact information.

- **Website** – It doesn’t have to be the entire website; maybe just a brief description of your organization, the services you will be providing, and contact information.

### 3.2 Promote

After the strategic mission and goals have been determined, and you have flyers and other materials in Spanish, the next step is to *go out* into the community, spreading the word about the program and making connections (Keep in mind that this will be an ongoing effort).

- **Find local Latino hubs** – Neighborhoods, Latin markets, restaurants, etc.
- **Make connections** – Schools, Doctors, Dentists, community leaders, etc.
- **Advertise** – brochures, flyers, website, radio, social media, newspapers, etc.
Contact local provider agencies – Doctors’ offices, dentists, Infant and Toddlers, etc.
Contact public schools – SESAC, partners for success, special education teachers, etc.
Partner with community groups – Such as churches, civic groups, etc.

3.3 Provide

The manner in which your agency provides services will be determined by the mission and strategic goals your agency outlined for the Hispanic Outreach project (refer to section 3.1). Therefore, it is important that you and your staff define measurable performance goals and measurable outcomes.

- Are you assisting Hispanic families to navigate the system only?
- Are you going to be involved with school advocacy, IEP, etc.?
- Are you going to assist the family to apply and follow through for benefits?
- Are you providing respite or planning other activities (recreational, educational)?
- Are you providing case management?
- Are you providing skills education, job coaching?
- ...All of the above?

a. If there are families already identified

A service organization may have served Hispanic families despite the fact that a Hispanic outreach program was not in place at the time. For instance, if your organization provided a family with Infant and Toddlers services, a connection is already in place for when the child exits the program and the child/family continues to need services such as school advocacy, or information & referral. If your agency falls under this category and your agency is getting ready to launch a Hispanic outreach program, it is encouraged for your agency to:

- Call families and/or send an brief informative letter
  - Spanish speaking staff can call each family or send them a letter in Spanish informing the families, in a simple and concise way, about your organization’s outreach program and the new efforts to serve them. If a letter is sent, the staff member dedicated to this position can add his/her background and experience in a personal or informal way. Please, avoid jargon. Follow through with phone calls.

- Plan a special event to kick off program
  - In the letter you send you can invite families to a family event or a special informational meeting to address their questions and provide information on how you are planning to serve them. Please refer to 4.2 – “Other Ideas and Activities” and find out how to plan a family support group.
Follow up and follow through
- This is the most critical aspect of the outreach because once you make an initial contact and individuals/families come up with requests, questions or needs, it is essential you deliver according to your resources and organizational plan (which you already set up before starting your outreach). Do not promise you will do something you cannot actually provide.

- It is recommended that you keep in touch with the individual/family even after having provided the service requested by offering more information and assisting them to navigate the system, as needed.

- Maintain a log or write progress notes of the individuals/families you are serving and how your services are affecting their lives. This is vital for when you write grants to seek more funding for your outreach program.

b. If families are being referred

Once you spread the word throughout the community about your outreach program and referrals begin coming in, either by other agencies or individuals, follow these steps:

- Initial contact
  - When talking to a person who is seeking services either for himself/herself or a family member, provide them with basic information on what you can offer and the nature of your services. If possible, coordinate and schedule an initial meeting or visit to make a face-to-face connection. Remember to mention that your services are free of charge (if they are).

    ▪ At the visit/meeting keep in mind their culture and background (refer to section 7. Tips for Hispanic cultural sensitivity)
    ▪ Build the relationship by keeping contact with the family and informing them about other community resources available
    ▪ Provide feedback on a timely fashion
    ▪ Keep a log, progress notes, etc.
    ▪ Develop a short survey (customer satisfaction) after services are provided in order to find out what is working and what needs to be improved

- Plan a special event to program
  - As you meet other individuals/families it is encouraged that you invite families to a family event or a special informational meeting to address other questions they might have and to provide an opportunity for them to know each other, network, and foster natural supports. (Please refer to 4. “How to grow a Hispanic Outreach Program” and find out how to plan a family support group.)
Follow up and follow through
- This is the most critical aspect of the outreach because once you make an initial contact and individuals/families come up with requests, questions or needs, it is essential you deliver according to your resources and organizational plan (which you already set up before starting your outreach). Do not promise you will do something you cannot actually provide.

- It is recommended that you keep in touch with the individual/family even after having provided the service requested by offering more information and assisting them to navigate the system, as needed.

- Maintain a log or write progress notes of the individuals/families you are serving and how your services are affecting their lives. This is vital for when you write grants to seek more funding for your outreach program.

4. How to Grow a Hispanic Outreach Program

4.1 Support Groups

- Note: The following is an example of how to plan a family support group. However, the same principles can be used when planning any other support group.

- Consider the schedule of participants –weekends or weeknights might work better for most families. Be flexible.
- Send a letter with at least 10 days in advance informing them about the support group.
- Call families 5 to 3 days to prior to event to remind them about it.
- Ask if they would like to bring a snack (which they would happily do).
- Provide childcare since parents will want to come with their children. Latinos see this as a family event.
- Remember that Latinos’ sense of time is different from the American’s one. Allow at least 10-15 minutes before you begin. However, it is important that you invite and encourage them to come on time next time. Most of them will actually arrive closer to the set time in future meetings.
- Allow parents time to express their feelings and experiences. Staff should be there just to facilitate. Parents should have the leading voice.
- Empower parents to make decisions on topics they would like to discuss or learn in future meetings (Special Education, self-advocacy, family issues, futures & estate planning, etc.)
- Allow time for mingling and networking at the end of the support group.
- Invite colleagues or other professionals to present before the group on relevant topics.
- Plan to have the family support group on a monthly basis.
- Encourage parents to work together for planning recreational activities (summer picnic, attend a fall festival, etc.)

4.2 Other Ideas & Activities

- Plan or participate at a Resource Fair, Heath Fair, Children’s Fair, etc.
- Find a Latino festival in your area and talk to the planning committee about your program. (Be an exhibitor or even member of the planning committee).
- Family gatherings, picnics, sports, or other activities that foster natural supports
- Offer translation at workshops (disability-related, IEP, future & estate planning, family issues).
- Participate in IEP meeting at school since most families will need support in this area.
- Empower families to advocate for their children within their own communities.
- Continue spreading the word out about the program (flyers, newspaper, Hispanic magazines, radio, etc.)
- Flyers in Spanish and English – concise, to the point, immigrant-friendly (free, service to all, etc.) Please refer to section 12 for samples.
- Find local Latino organizations for networking opportunities (Hispanic chamber of commerce, Latino coalitions, etc.)
- Develop a list of local resources that serve the Hispanic community (bilingual doctors or nurses, inclusive recreational activities, health resources, etc.
- Look into providing transportation to doctor’s appointments, social services, or connecting families to local transportation assistance, if your agency allows it.
- Build a library of books and resources in Spanish for families (Autism, ADHD, Down syndrome, self-advocacy, Special Education, etc.)
- Encourage families to learn English.

4.3 Prepare for the Future

- Keep data (for funding purposes).
- Begin providing information in Spanish on your website.
- Continue translating your organizations’ one-pagers, brochures, programs, etc.
- Explore feasibility for training your current staff to learn language (costs of training vs. costs of hiring new staff). Be creative, be resourceful.
- Contact local colleges to establish a partnership for internships or translation – bilingual students, Spanish majors, etc.
- Advocate for services for Latinos with disabilities in your community and legislature.
- Continue adding outreach efforts and multicultural inclusion goals as part of your strategic planning.
- Continue to seek funding.
- Add Spanish resources to human services organizations’ web sites.
5. Hiring

5.1 Basic Qualities

Preferable candidate:

- Must be bilingual. Fluent in reading and writing in both languages.
- Hispanic origin/direct background is a plus. If not, candidate should at least have the experience of have lived in a Latin American nation.
- Have an understanding of Latino family dynamics and culture.
- Have an understanding of the cultural diversity and differences among Latin American nations.
- Amiable, positive, family centered instead of individual-centered.

As an organizational effort, begin looking for the qualities listed above when hiring for all positions. Also, be open to finding good candidates through phone contacts, meetings.

5.2 Other Creative Options

- Partner with Hispanic chamber of commerce for when they host Job Fairs.
- Find leaders among parents who can be trained in self-advocacy and keep the families united.
- Visit churches, civic groups, to get referrals for possible candidates (volunteers).
- Recruit Spanish-speaking volunteers.
- Recruit Spanish-speaking student interns.
- No funding for full-time? Go part-time or few hours per week.
- Train family members on how to do it – remember the way The Arc started.
- Talk to/partner with other Hispanic centers, organizations, communities of faith that already have Hispanic outreach programs.
- Research grants to fund a regional position – work with partners to share resources and seek funds.
- Hold “Open House” events for parents of children with disabilities. Recruit leaders from the Hispanic communities at the Open House events.
- Partner with local organizations and schools’ Partner for Success programs, Judy Centers, resource coordinators, service coordinators, etc.
- Set-up a regional phone line, in Spanish, that is staffed certain hours of the week by Spanish-speaking staff/volunteers, and/or have set call-back hours.
- Consider recruiting Spanish-speaking Board members.
- Advertise the need for a volunteer on your website. If you have any position openings, consider adding (Spanish speaking preferred).
- Set-up network between services providers and develop protocols for serving Spanish-speaking clients and families.
6. **Best Practices**

- Make sure the flyers you post in your community are always visible and current. You should visit the Latino markets, stores and other places you posted flyers at least every two months to make sure flyers are still up or to put a new one.
- Though the use of email among Hispanics is becoming more popular, it is recommended you still send letters or call when communicating with individuals/families instead of relying on emails only.
- In written communication it is recommended that you emphasize the importance of family even if your services target only one of its members.
- Take advantage of free advertising services like community newspapers, or radio shows.
- Network with other community agencies to strengthen your outreach efforts.
- Encourage your agency to embrace cultural competence as one of its core values. This means that your agency’s focus is not just to provide bilingual programs and materials but that it understands the traditional and cultural values of the Latino families/individuals being served (training might be required).
- Current technology can assist when translating a text into Spanish but it is still highly recommended that a native speaker or fully bilingual staff translates or “trans-creates” the text in order to present the message accurately culturally and linguistically.
- If possible, plan at least two events during the year for families to come together. For instance, a summer picnic or Thanksgiving dinner. Some families will even help to plan the event since they enjoy this type of gatherings.

7. **Tips for Hispanic Cultural Sensitivity**

- **Main Characteristics/Traits**

  **Familismo (Emphasis on Family)**
  - Latinos are very attached to their families and like to be involved in the decisions of their family members (even not immediate relatives such as grandparents, uncles, etc., can have an opinion and have a strong voice in decision-making)
  - As a provider, be mindful of giving attention to the whole family and not only to the individual you are serving
  - Be acquainted with cultural family dynamics – Patriarch: Seen as the leadership role played by males in a society (breadwinner, politics, education, etc.) Machismo: Imposed authority of males over females which include discriminatory attitudes and behaviors. (Though you might not encounter these ideologies with every family you meet, it is important that you recognize some of the characteristics of **Patriarcado** and **Machismo** in order to better serve your clients)
  - Latinos give emphasis to cooperation and family honor over individual gain and success
Personalismo (Emphasis on Relationships)
- Latinos place great emphasis on personal relationships, even professional ones
- Providers should demonstrate true care (attentiveness, ask questions, take their time, warm demeanor) about the individual served and the family in order to build trust
- Latinos enjoy family gatherings and opportunities to socialize. Latinos usually share meals and bring food to meetings

Respeto (Respect)
- Latinos relate to professionals and service providers with great respect. They look up to them for valuable opinions and will take their word
- Latinos are warm, honest, and direct in what they are looking for
- Services to individuals with developmental and intellectual disabilities are very limited in Central and South America so be patient when explaining services and why you are there to help
- Likewise, the view of disabilities might differ from country to country. The possibilities for community inclusion and participation are more limited in Latin American countries than in the United States

Confianza (Trust)
- As you spend time with Latinos, they might tend to cross the lines of professional relationships and see staff as a partner or family friend. They might invite you to their children birthdays or other events
- Be prepared to listen and address issues beyond the topic of disabilities since Latinos tend to be open with their lives and share more information than expected.
- Latinos are hospitable and giving. It is important for you to know how to handle gifts and other tokens of appreciation.
- The use and meaning of some Spanish words might differ from one Latin American country to another, so be careful and sensitive how you use country-specific lingo.

Other Tips
- Do not overgeneralize characteristics of the Hispanic culture since each Latin-American country has its unique cultural idiosyncrasies and traditions. For instance, not all Hispanics eat spicy food and not all Latinos celebrate “5 de Mayo”.
- Do not call a Spanish-speaking person a “Mexican”. You may call that person Latino or Hispanic. “Mexican” just as with “Salvadorian” or “Peruvian,” etc. refers to the nationality and not to the language.
- Make sure your Spanish written materials (brochures, flyers, etc.) are sensitive to all literacy levels and language differences.
- The fact that Latinos may arrive late to meetings or events it is not a sign of disrespect or lack of interest.

*Parts of this section were adapted from Malvin Delgado’s book: “Social Work with Latinos,” Oxford University Press, New York, 2007.*
8. **Resources Available Statewide**

Developmental Disabilities Administration *(Category: Information, Services)*
www.ddamaryland.org

Central Maryland Regional Office
1401 Severn St., Baltimore, MD 21230
Telephone: 410-234-8200
TDD: 410-363-9430
Toll Free: 1-877-874-2494
Fax: 410-234-8397

Eastern Shore Regional Office
1500 Riverside Drive, Salisbury, Maryland 21802
Telephone: 410-334-6920
FAX: 410-334-6929
Toll Free: 1-888-219-0478
TDD Line: 1-800-735-2258

Southern Maryland Regional Office
312 Marshall Ave., 7th Floor, Laurel MD 20707
Telephone: 301-362-5100
TDD: 301-362-5131
Toll Free: 1-888-207-2479
Fax: 301-362-5130

Western Maryland Regional Office
1360 Marshall Street, Hagerstown, Maryland 21740
Telephone: 301-791-4670
Maryland Relay: 1-800-735-2258
Toll Free: 1-888-791-0193
Fax: 301-791-4019

Division of Rehabilitation Services *(Category: Employment, Training)*
www.dors.state.md.us/dors

2301 Argonne Drive
Baltimore, MD 21218
Phone: 410-554-9442
TTY/TDD: 410-554-9411
Email: dors@dors.state.md.us
Maryland State Department of Education (MSDE) *(Category: Education, Supports)*
www.marylandpublicschools.org

MSDE – Division of Special Education/Early Intervention
1-855-414-5891

Maryland Disability Law Center *(Category: Advocacy)*
www.mdlclaw.org

1800 N. Charles Street; Suite 400
Baltimore, MD 21201
Phone: 410-727-6352 ext.0
Toll free: 1-800-233-7201
TTY: 410-727-6387

National Alliance on Mental Illness Maryland *(Category: Health, Support)*
www.namimd.org

10630 Little Patuxent Parkway, Suite 475
Columbia, MD 21044
Phone: 410-884-8691
Fax: 410-884-8695
Warm line: 877-878-2371
Email: info@namimd.org

Maryland Transitioning Youth *(Category: Education, Referrals)*
www.mdtransition.org

Maryland Department of Disabilities *(Category: Support Services, Referrals)*
www.mdod.maryland.gov

Family NET Works *(Category: Support, Referrals)*
www.family-networks.org

Project LOCATE *(Category: Education, Referrals)*
Assistance with finding child care which meets a family’s needs
Phone: 1-800-999-0120
Email: specialneeds@mdchildcare.org

Maryland Committee For Children *(Category: Education, Referrals)*
www.mdchildcare.org
League for People with Disabilities (Category: Recreation, Services)
www.leagueforpeople.org

        1111 E. Cold Spring Lane, Baltimore, Maryland 21239
        Phone: 410-323-0500
        Fax: 410-323-3298

Library for the Blind (Category: Education, Referrals)
www.lbph.lib.md.us

Best Buddies Maryland (Category: Recreation, Supports)
www.bestbuddiesmaryland.org
Phone: 410-327-9812

Free Bowling for Kids all Summer (Category: Recreation)
www.freebowling.amf.com

Maryland Coalition for Inclusive Education (Category: Education, Referrals)
www.mcie.org
Phone: 1-800-899-8837

Maryland State Parental Information Resource Center (Category: Referrals)
www.mdpirc.org

Center for Early Childhood Mental Health Consultation (Category: Referrals)
www.ecmhc.org

Pathfinders for Autism (Category: Advocacy/Referrals)
www.pathfindersforautism.org
9. Resources Available by County

The following resource list is not meant to be comprehensive. It will continue to be expanded and revised periodically. (If there is an agency/organization that should be listed here, please contact: David Moreno at dmoreno@thearcmd.org)

➢ Allegany

- Allegany County Public Schools *(Category: Education, Support Services)*  
  www.acps.allconet.org  
  Sheree Witt  
  Director, Special Education  
  Phone: 301-759-2064  
  Email: sheree.witt@acps.k12.md.us

- The Arc of Washington County *(Category: Services, Referrals)*  
  www.arcwc-md.org  
  820 Florida Avenue  
  Hagerstown, MD 21740  
  Phone: 301-733-3550  
  Fax: 301-745-5573

- Cumberland Family Support Center *(Category: Services, Referrals)*  
  205 Baltimore Avenue  
  Cumberland, MD 21502  
  Phone: 301-724-5445  
  Fax: 301-724-0642

- Tri-State Community Health Center *(Category: Health)*  
  www.tristatecommunityhealthcenter.org  
  130 West High Street  
  Hancock, MD 21750  
  Phone: 301-678-7256  
  Fax: 301-678-6396

- Western Maryland Consortium *(Category: Employment, Referrals)*  
  www.westernmarylandconsortium.org  
  Allegany County One Stop Job Center  
  McMullen Building  
  138 Baltimore Street, Suite 102  
  Cumberland, Maryland 21502  
  Phone: 301-777-1221  
  Fax: 301-777-1639
Anne Arundel

- **Annapolis Family Support Center** *(Category: Family Services, Referrals)*
  Sonia Biddle
  80 West Street
  Annapolis, MD 21401
  Phone: 410-269-4468

- **Anne Arundel Community Action Agency** *(Category: Health, Social Services)*
  Bert James
  251 West Street
  Annapolis, MD 21401
  Phone: 410-626-1900

- **Anne Arundel Public Schools** *(Category: Family Support, Referrals)*
  Partners for Success
  Resources Center
  Oakwood Elementary
  330 Oak Manor Drive
  Glen Burnie, MD 21061
  Phone: 410-222-3805
  Email: partnersforsuccess@aacps.org

- **The Arc Central Chesapeake Region** *(Category: Advocacy, Support Services, Referrals)*
  [www.thearcccr.org](http://www.thearcccr.org)
  931 Spa Road
  Annapolis, MD 21401
  Phone: 410.269.1883
  Hispanic Coordinator 410-693-5183 or 410-990-1923

- **Centro de Ayuda – Center of Help** *(Category: Family Services, Referrals)*
  [www.centrodeayuda.org](http://www.centrodeayuda.org)
  1906 Forest Drive, Suite 2B
  Annapolis, MD 21401
  Phone: 410-295-3434

- **Community Services-Brooklyn - Recursos Latinos** *(Category: Referrals)*
  120 Audrey Avenue
  Brooklyn, MD 21225
  Phone: 410-789-4523
• Healthy Start (Category: Health, Education)
  www.aahealth.org
  www.aahealth.org/hispanic (Spanish)
  Anne Arundel Health Department
  1 Harry S. Truman Parkway, Annapolis
  Phone: 410-222-7409
  Interpreter: 410-222-7409 or 410-222-7247

• Infant and Toddlers (Category: Health Services, Referrals)
  www.aacps.org/infants/itp.asp
  Infants and Toddlers Program
  1450 Furnace Avenue
  Glen Burnie, Maryland 21060
  Phone: 410-222-6911
  Fax: 410-222-6916

• Organization of Hispanic/Latin Americans of Anne Arundel County (Category: Referrals)
  www.ohla.us
  Joyce Masterson
  80 West Street
  Annapolis, MD 21401
  Phone: 410-269-4421

• The Parents Place of Maryland (Category: Referrals, Support Services)
  www.ppmd.org
  801 Cromwell Park Drive, Suite 103
  Glen Burnie, MD 21061
  Phone: 410-768-9100

• La Red de Salud Hispana – Hispanic Health Network (Category: Health)
  Contact: Carlos Camino
  1 Harry S. Truman Parkway,
  Annapolis, MD. 21401
  Phones: 410-222-7143
  Spanish Line: 410-222-4479 – “Programa Aprenda a Vivir”
- **Baltimore City & Baltimore County**

  - **The Arc Baltimore**
    - [www.arcofbaltimore.org](http://www.arcofbaltimore.org)
    - 7215 York Road
    - Baltimore, MD 21212
    - Phone: 410-296-2272
    - Fax: 410-296-2394
    - Spanish Hotline: 443-279-3302

  - **Baltimore County Public Schools** *(Category: Family Support, Referrals)*
    - [www.bcps.org](http://www.bcps.org)
      - **The Resource Center for Families and Schools**
        - White Oak Resource Center
        - 8401 Leefield Road, Room 100
        - Baltimore, MD 21234
        - Phone: 410-887-5443

  - **Baltimore County SECAC**
    - Mary Baskar
    - President del SECAC,
    - Phone: 410-453-6644
    - Email: MARYAF@aol.com

  - **Baltimore City Public Schools** *(Category: Family Support, Referrals)*
    - [www.baltimorecityschools.org](http://www.baltimorecityschools.org)
      - **Partners for Success**
        - Resource Center for Families and Schools
        - Baltimore City Public Schools
        - 200 E. North Avenue, Room 204
        - Baltimore, Maryland 21202
        - Phone: 410-396-8995 or 8983
        - Fax: 410-545-6383
        - Email: MRobinson@bcps.k12.md.us

  - **Baltimore City SESAC**
    - 200 E. North Avenue, Room 204
    - Baltimore, MD 21202
    - Phone: 410-396-8983

    Blondelia Caldwell, SECAC Chair
    Phone: 410-396-8983
- **Family Institute Locations**
  Commodore John Rodgers Elementary / Middle School #27
  100 N. Chester Street
  Baltimore, MD 21231

  Mary Ann Winterling Elementary School #150
  220 N. Bentalou Street
  Baltimore, MD 21223

- **La Casa Asis** *(Category: Social Services, Referrals)*
  318 S. Regester St., Baltimore, MD 21231.
  Phone: 410-276-5809 - 410-276-1646
  Fax: 410-522-0789
  Email: assisihouse21231@aol.com

- **Casa de Maryland** *(Category: Social Services, Referrals)*
  www.casademaryland.org
  2224 East Fayette Street
  Baltimore, MD 21231
  Phone: 410-732-2694
  Fax: 410-732-2692

- **Centro de la Comunidad, Inc** *(Category: Referrals)*
  www.centrodlc.org
  3021 Eastern Ave
  Baltimore, Maryland 21224
  Phone: 410-675-8906 or 1-866-872-3021
  Fax: 410-675-3146

- **EBLO** *(Category: Education)*
  www.eblo.org
  606 South Ann Street
  Baltimore, MD 21231
  Phone: 410-563-3160

- **Esperanza Center** *(Category: Social Services, Referrals)*
  www.catholiccharities-md.org/immigrants
  430 S Broadway
  Baltimore, MD 21231
  Phone: 410-522-2668
  erosario@cc-md.org
• **Immigration Outreach Service Center** *(Category: Referrals, Immigration)*
  www.ioscbalt.org
  5401 Loch Raven Blvd.
  Baltimore, MD 21239
  Phone: 410-323-8564
  Fax: 410-323-8598

• **Latino Fest** *(Category: Community)*
  www.latinofest.org
  Jose Ruiz Community Center
  606 South Ann Street, Baltimore, Maryland 21231
  Phone: 410-563-3160 - Fax: 410-563-0097

• **Latino Providers Network** *(Category: Referrals)*
  www.latinoprovidersnetwork.org
  St Patrick Parish
  1728 Bank Street
  Broadway & Bank Streets
  321 S Broadway
  Baltimore, MD 21231
  Phone: 410-732-0242

• **Maryland Hispanic Workforce Council c/o Latinlink Institute** *(Category: Employment)*
  www.mdhcc.net
  149 N. Luzerne Ave.
  Baltimore, MD 21224
  Phone: 410-558-3515
  Fax: 410-558-3514
  Toll Free: 1-866-787-3727

- **Calvert County**

• **The Arc of Southern Maryland** *(Category: Advocacy, Support Services, Referrals)*
  www.arcsomd.org
  355 West Dares Beach Road
  Prince Frederick, MD 20678
  Phone: 410-535-2413
  Fax: 410-535-4124

• **Calvert County Public Schools** *(Category: Education, Family Support, Referrals)*
  The Parent Connections/Family Support Services' Parent Center
  Hunting Creek Annex
4105 Old Town Road
Huntingtown, MD 20639

Sue Rafalowski
Phone: 410-535-7387
Email: parentconnections@calvertnet.k12.md.us

- **Calvert County Health Department (Category: Health, Referrals)**
  www.calverthehealth.org
  www.calverthehealth.org/spanish.htm (Spanish)
  975 Solomons Island Rd. N
  Prince Frederick, MD 20678
  Phone: 410-535-5400
  Spanish Line: 410-535-5400 x 456

- **Center for Children (Category: Family Support, Referrals)**
  www.center-for-children.org
  440 North Solomons Island Road
  Suite 222
  Prince Frederick, Maryland 20678
  Phone: 410-535-3047

- **Caroline County**

  - **The Arc Central Chesapeake Region (Category: Advocacy, Support Services, Referrals)**
    www.thearcocr.org
    931 Spa Road
    Annapolis, MD 21401
    Phone: 410-269-1883
    Hispanic Coordinator 410-693-5183 or 410-990-1923

  - **Caroline County Public Schools (Category: Family Support, Referrals)**
    http://cl.k12.md.us/
    Partners for Success
    Dolly McMahon
    317 Carter Avenue
    Suite 109
    Denton, MD 21629
    Phone: 410-479-4204 Ext. 102

  - **Caroline County Family Support Center (Category: Social Services, Referrals)**
    100 N. 6th Street, Denton, MD 21629
    Phone: 410-479-3298
Fax: 410-479-3789

- **Diagnostic and Advisory Services for Children** *(Category: Health)*
  Caroline County Health Department
  Phone: 410-479-8172

- **Health Department** *(Category: Health)*
  www.carolinehd.org
  403 S. 7th St.
  Denton, MD 21629
  Phone: 410-479-8030 (Spanish available)

- **Infants & Toddlers** *(Category: Health Services)*
  Caroline County Public Schools
  204 Franklin St., Denton, MD 21629
  Phone: 410-479-3246

- **Carroll County**

  - **The Arc Carroll County** *(Category: Advocacy, Support Services, Referrals)*
    www.arccarroll.com
    180 Kriders Church Road
    Westminster, MD 21158
    Phone: 410-848-4124 or 876-2422 (Baltimore)
    Fax: 410-876-5317

  - **Carroll County Health Department** *(Category: Health)*
    www.carrollhealthdepartment.dhmh.md.gov
    290 South Center Street
    Westminster, MD 21157
    Phone: 410-876-4949
    Spanish Line: 410-848-7446

  - **Carroll County Public Schools** *(Category: Education, Referrals)*
    www.carrollk12.org
    Partners for Success
    Cindy Senseney
    Phone: 410-751-3955
clsense@k12.carr.org
- **United Hands of Carroll County** *(Category: Outreach, Referrals)*
  http://united-hands.tripod.com/
  255 Clifton Blv. Suite 315
  Westminster, MD 21157
  Phone: 410-751-9001
  Fax: 410-871-0228

- **Cecil County**

- **The Arc Northern Chesapeake Region** *(Category: Advocacy, Support Services, Referrals)*
  [www.arcncr.org/](http://www.arcncr.org/)
  106 East Main Street, Suite 107
  Elkton, MD 21921
  Phone: 410-620-3450
  Fax: 410-620-3453

- **Cecil County Public Schools** *(Category: Family Services, Referrals)*
  - **ESOL Program**
    http://edservices.ccps.org/esol
    Office of World Languages and ESOL
    801 Elkton Boulevard
    Elkton, MD 21921
    Janet Newberry
    Phone: 410-996-5634
    Fax: 410-996-1115
    Email: jgnewberry@ccps.org

  - **Parents Resource Center**
    Cherry Hill Middle School
    Phone: 410-996-5637
    Email: prcsped@ccps.org

  - **SECAC**
    Karen Guibault
    Email: fieldsoffaith@gmail.com
    Chris Moran
    Email: Moranfam6@dol.net
    SECAC
    c/o CCPS
    201 Booth Street
    Elkton, MD 21921
➢ **Charles County**

- **The Arc of Southern Maryland** *(Category: Advocacy, Support Services, Referrals)*
  
  www.arcsomd.org
  
  3971 St. Charles Parkway
  
  Waldorf, MD 20602
  
  Phone: 301-932-7809
  
  Fax: 301-932-7831

- **Charles County Public Schools** *(Category: Family Support Services, Referrals)*
  
  Arden Sotomayor
  
  Director of Special Education
  
  asotomayor@ccboe.com
  
  Phone: 301-392-7587

  - **F.B. Gwynn Educational Center**
    
    www2.ccboe.com/gwynncenter
    
    5998 Radio Station road
    
    La Plata, MD 20646
    
    Phone: 301-934-3884
    
    Mr. Todd Wonderling, Principal

- **Southern Maryland, Tri-County Community Action Committee**
  
  www.smtccac.org
  
  8371 Leonardtown Road
  
  Hughesville, MD 20637
  
  Phone: 301-274-4474
  
  Fax: 301-274-0637

➢ **Dorchester County**

- **The Arc Central Chesapeake Region** *(Category: Advocacy, Support Services, Referrals)*
  
  http://www.thearcccr.org/
  
  931 Spa Road
  
  Annapolis, MD 21401
  
  Phone: 410.269.1883
  
  Hispanic Coordinator 410-693-5183 or 410-990-1923

- **Dorchester County Public Schools** *(Category: Family Support Services, Referrals)*
  
  - Family Support Services Resource Center
    
    Phone: 410-221-0837
    
    Email: brannockf@dcpsmd.org
• **Healthy Families Dorchester** *(Category: Health, Referrals)*
  Phone: 410-228-3223

- Case management for Children with Special Health Care Needs
  Carolyn Hallowell, RN
  Phone: 410-228-7714 x 127

• **Youth and Family Services** *(Category: Family, Referrals)*
  700 Glasgow Street, P.O. Box 434
  Cambridge, Maryland 21613
  Phone: 410-228-9100

> **Frederick County**

• **The Arc of Frederick County** *(Category: Advocacy, Support Services, Referrals)*
  [www.arcfc.org](http://www.arcfc.org)
  [www.arcfc.org/espanol](http://www.arcfc.org/espanol) - Spanish
  620-A Research Drive
  Frederick, MD 21703
  Phone: 301-663-0909
  Spanish Line: 301-663-4449

• **Centro Hispano** *(Category: Referrals, Community Services)*
  Contact: Jeanie Cronin
  1080 West Patrick Street, Suite 4
  Frederick, MD 21703
  Phone: 301-606-9081

• **Family Partnership of Frederick County** *(Category: Family Support Services, Referrals)*
  [http://www.frederickcountymd.gov/familypartnership](http://www.frederickcountymd.gov/familypartnership)
  8420 Gas House Pike Suite EE
  Frederick, MD 21701
  Phone: 301-600-2206
  Fax: 301-600-2209

• **Frederick County Public Schools** *(Category: Family Support Services, Referrals)*
  [http://www.fcps.org](http://www.fcps.org)

- Judy Center
  201 Waverley Drive
  Frederick, MD 21702
  Alina Oliva, Bi-Lingual Community Liaison
Garrett County

- The Arc of Washington County *(Category: Advocacy, Support Services, Referrals)*
  www.arcwc-md.org
  820 Florida Avenue
  Hagerstown, MD 21740
  Phone: 301-733-3550
  Fax: 301-745-5573

- Garrett County Public Schools *(Category: Support Services, Referrals)*
  http://www.ga.k12.md.us/home
  Jennifer Kotulak
  Supervisor of Special Education
  Phone: 301-334-7655
  Email: jkotulak@ga.k12.md.us

Harford County

- The Arc of Northern Chesapeake Region *(Category: Advocacy, Support Services, Referrals)*
  http://www.arcncr.org
  4513 Philadelphia Road
  Aberdeen, MD 21001
  Phone: 410-879-6785
  Fax: 410-893-3909

- Harford County Public Schools *(Category: Support Services, Referrals)*
  Special Education
  102 South Hickory Avenue
  Bel Air, MD 21014
  Phone: 410-588-5246
  Ann-Marie Spakowski, Director
  Email: Ann-Marie.Spakowski@hcps.org
Howard County

- **Alianza de la Comunidad** (*Category*: Social Services, Referrals)
  www.alianzahc.org
  Wilde Lake Interfaith Center
  10431 Twin Rivers Road, Columbia, MD 21044
  Hours: Tues and Thurs 4-7pm
  Phone: 443-812-8486

- **The Arc of Howard County** (*Category*: Advocacy, Support Services, Referrals)
  www.archoward.org
  11735 Homewood Road
  Ellicott City, MD 21042
  410-730-0638
  410-730-1436 Fax

- **Conexiones** (*Category*: Education, Referrals)
  www.conexioneshc.org
  Serving Hispanic Students in Howard County, Maryland
  Conexiones of Howard County
  P.O. Box 6997
  Columbia, MD 21044
  Email: feli@conexioneshc.org

- **FIRN** (Foreign Born Information & Referral Network) (*Category*: Language Services, Referrals)
  www.firnonline.org
  5999 Harper's Farm Road, Suite E-200
  Columbia, MD 21108
  Phone: 410-992-1923 ext. 19
  Kristin Lilly
  Certified Information & Referral Specialist/Caseworker
  Phone: 410-992-1923 x12
  Email: klilly@firnonline.org

- **Howard Community College** (*Category*: Education, Support Services)
  English Language Learning Center
  http://coned.howardcc.edu/Courses/esl/
  10650 Hickory Ridge Road
  HR200
  Columbia, MD 21044
  Phone: 443-518-1680
• **Howard County General Hospital** *(Category: Health)*
  www.hcghcares.org
  Latino Health Fair (previous year – March 6, 2010)
  Phone: 410-740-7696 (Wellness Center)

• **Howard County Department of Recreation** *(Category: Recreation)*
  Therapeutic Recreation Programs (parks & rec.)
  Phone: 410-313-4628

• **Howard County Public School System** *(Category: Support Services, Referrals)*
  International Student and Family Services
  http://www.hcpss.org/schools/international.shtml

  *Bilingual Community Liaisons*
  Phone: 410-313-1293
  Spanish Line: 410-313-7102

➤ **Kent County**

• **The Arc Northern Chesapeake Region** *(Category: Advocacy, Support Services, Referrals)*
  Leslie R. Owens
  Kent County Lead Coordinator
  Cell: 410.708.6079
  Email: lowens@arcncr.org

• **Kent County Public Schools** *(Category: Support Services, Referrals)*
  http://www.kent.k12.md.us/
  Phone: 410-778-7164

  - **The Judy Center at H.H. Garnett Elementary**
    320 Calvert St.
    Chestertown, MD 21620
    Phone: 410-778-6890

➤ **Montgomery County**

• **Alianza Nacional Sobre Salud Mental** *(Category: Health, Referrals)*
  National Alliance on Mental Illness
  www.namimc.org
  Adriana Bustios, Latino Outreach Coordinator
  10730 Connecticut Ave.
  Kensington, MD 20895
Phone: 301-949-5852
Fax: 301-949-5853
Email: latino@namimc.org

- **The Arc Montgomery County** *(Category: Advocacy, Support Services, Referrals)*
  www.thearcofmontgomerycounty.org
  11600 Nebel Street
  Rockville, MD 20852
  Phone: 301-984-5777
  Fax: 301-816-2429

- **CASA de Maryland** *(Category: Social Services, Referrals)*
  http://www.casademaryland.org/
  Social Services Program
  CASA de Maryland, Inc.
  734 University Boulevard, E.
  Silver Spring, MD 20903
  Phone: 301-431-4185

- **Centro de Apoyo Familiar** *(Category: Social & Housing)*
  www.mycaf.org
  Carolina Frias, Director
  6801 Kenilworth ave #201
  Riverdale, MD, 20737
  Phone: 301-328-3292

- **Centro Católico Hispano** *(Category: Social Services, Referrals)*
  Hispanic Catholic Center
  Edwin Veliz, Administrator
  Dr. Marguerite Duane, Director
  1015 University Blvd. East
  Silver Spring, MD 20903
  Phone: 301-431-3773
  Fax: 301-434-8067

- **Centro Católico Hispano** *(Category: Social Services, Referrals)*
  www.catholiccharitiesdc.org
  Hispanic Catholic Center
  Rev. Mario Dorsonville, Director
  Celia Rivas, Immigration Services Coordinator
  415 E. Diamond Avenue
  Gaithersburg, MD 20877
  Phone: 301-740-2523
  Fax: 301-740-2904
Email: father.dorsonville@catholiccharitiesdc.org
Celia.rivas@catholiccharitiesdc.org

- **Centro Familia** *(Category: Social Services, Referrals)*
  10914 Georgia Ave (back entrance)
  Wheaton, MD 20902
  Phone: 301-754-1801

- **Centro Tepeyac** *(Category: Women’s Health)*
  [www.centrotepeyac.org](http://www.centrotepeyac.org)
  Mariana Vega, Director
  1315 Apple Avenue
  Silver Spring, MD 20910
  Phone: 301-587-9516
  Email: mvraswan@gmail.com
  info@centrotepeyac.org

- **Charles W. Gilchrist Center for Cultural Diversity** *(Category: Community)*
  [www.montgomerycountymd.org](http://www.montgomerycountymd.org)
  Kaori Hirakawa, Director
  11319 Elkin Street
  Wheaton, MD 20902
  Phone: 240-777-4940
  Fax: 240-777-4941
  Email: kaori.hirakawa@montgomerycountymd.gov

- **Children’s Community Clinic Takoma/Langley Park** *(Category: Health, Referrals)*
  [www.cciweb.org](http://www.cciweb.org)
  Dr. Ronald Gregor, Director
  7676 New Hampshire Avenue
  Takoma Park, MD 20912
  Health Services: 301-431-2972
  WIC Program: 301-439-7373

- **Clinica Proyecto Salud** *(Category: Health)*
  [www.proyectosalud.org](http://www.proyectosalud.org)
  Dr. Cesar Palacios, Director
  2424 Reedie Drive, Suite 122
  Wheaton, MD 20902
  Phone: 301-962-6173
  Fax: 301-962-5733
  Email: cpalacio@proyectosalud.org
- **Comunidad de Habla Hispana de Maryland** *(Category: Community)*  
  Emilio P. Rivas, Director  
  8519 Piney Branco Rd.  
  Silver Spring, MD 20901  
  Phone: 301-587-7217  
  Fax: 301-434-5055  
  Email: scontr2133@aol.com

- **Community Bridges, Inc.** *(Category: Social Service)*  
  Jump Start Girls! Adelante Niñas!  
  Ana Lopez, Executive Director  
  620 Pershing Drive, 2nd Floor  
  Silver Spring, MD 20910  
  Phone: 301-585-7155  
  Fax: 301-585-6310  
  Email: alopez@communitybridges-md.org

- **Community Clinic, Inc.** *(Category: Health, Referrals)*  
  [www.cciweb.org](http://www.cciweb.org)  
  William Flint, Director  
  8230 Colonial Lane  
  Silver Spring, MD 20910  
  Phone: 301-585-1250  
  Fax: 301-585-6289

- **Community Ministries of Rockville** *(Category: Social Services, Referrals)*  
  [www.cmrocks.org](http://www.cmrocks.org)  
  Agnes Saenz, Executive Director  
  Latino Outreach Program  
  Cecilia Rojas, Director  
  1010 Grandin Ave.  
  Rockville, MD 20851  
  Phone: 301-637-0730 or 301-251-2136  
  Fax: 301-637-0739  
  Email: asaenz@cmrocks.org  
  crojas@cmrocks.org

- **ESOL-Bilingual Program (Montgomery County Public Schools)** *(Category: Education)*  
  [www.montgomeryschoolsmd.org/curriculum/ESOL](http://www.montgomeryschoolsmd.org/curriculum/ESOL)  
  Dr. Karen C. Woodson, Director  
  Maria V. Medina, Coordinator  
  Rocking Horse Road Center  
  4910 Macon Road
Room 115
Rockville, MD 20852
Phone: 301-230-0670
Fax: 301-230-5443
Email: Karen_C_Woodson@mcpsmd.org or Vicki_Medina@mcpsmd.org

- **Identity, Inc.** (*Category:* Youth, Social Services)
  www.identity.ws
  Candace Kattar, Executive Director
  414 East Diamond Ave.
  Gaithersburg, MD 20877
  Phone: 301-963-5900
  Fax: 301-963-3621
  Email: ckattar@identity.ws

- **Interfaith Works** (*Category:* Housing)
  Monica Barberis-Young, Director
  Friends In Action
  Interfaith Housing Coalition
  114 West Montgomery Avenue
  Rockville, MD 20850
  Phone: 301-315-1103
  Email: mbarberis-young@iworksmc.org

- **LAYC/ Maryland Multicultural Youth Center** (*Category:* Community)
  Luisa Montero, Managing Director
  1320 Fenwick Lane, suite 600
  Silver Spring, MD 20910
  Phone: 301-431-3121 Ext 32
  Cellphone: 301-520 8698
  Email: Luisa@Layc-dc.org

- **Linkages to Learning** (*Category:* Education, Referrals)
  51 Monroe Street, 17th Floor
  Rockville, MD 20850
  Phone: 240-777-1731

- **Mid-County Services Center** (*Category:* Referrals)
  www.montgomerycountymd.gov
  Ms. Natalie C. Cantor, Director
  2424 Reedie Drive
  Wheaton, MD 20902
  Phone: 240-777-8100
Fax: 240-777-8111
Email: Natalie.cantor@montgomerycountymd.gov
       Midcounty.citizen@montgomerycountymd.gov

- Montgomery Coalition for Adult English Literacy (MCAEL) *(Category: Education)*
  [www.mcael.org](http://www.mcael.org)
  Rachel Glass, Executive Director
  12320 Parklawn Drive
  Rockville, MD 20852
  Phone: 301-881-1136
  Email: rglass@mcael.org

- Montgomery College Office for International Students *(Category: Support Services, Referrals)*
  [www.montgomerycollege.edu/admissions/I20/index.htm](http://www.montgomerycollege.edu/admissions/I20/index.htm)
  Mr. Marlon Vallejo-Valencia, Rockville International Student Coordinator
  51 Mannakee Street, Room 115
  Rockville, MD 20850
  Phone: 240-567-5043
  Fax: 240-567-5037
  Email: Marlon.Vallejo@montgomerycollege.edu

- Montgomery County Department of Health & Human Services – Latino Health Initiative *(Category: Health, Referrals)*
  Sonia Mora
  Public Health Services / Latino Health Initiative
  8630 Fenton Street, 10th Floor
  Silver Spring, Maryland 20910
  Phone: 240-777-1779
  Fax: 240-777-3295
  Email: sonia.mora@montgomerycountymd.gov

- Montgomery County Executive’s Office *(Category: Community)*
  [www.montgomerycountymd.gov/latino](http://www.montgomerycountymd.gov/latino)
  Karla Silvestre, Latino Liaison
  101 Monroe Street
  Rockville, MD 20850
  Phone: 240-777-2525
  Fax: 240-777-2517
  Email: karla.silvestre@montgomerycountymd.gov
- Montgomery County Family Services Center/Catholic Charities *(Category: Referrals)*  
  [www.ccs-dc.org](http://www.ccs-dc.org)  
  Tiffany Tan, Director  
  12247 Georgia Avenue  
  Silver Spring, MD 20902  
  Phone: 301-942-1790  
  Fax: 301-949-1371  
  Email: Tiffany.tan@catholicCharitiesDC.org

- Montgomery County Public Schools *(Category: Family Support Services, Referrals)*  
  Department of Family and Community Partnerships  
  850 Hungerford Drive  
  Room 50  
  Rockville, 20850  
  Phone: 301-279-3100  
  Fax: 301-279-3815

- Office of Community Partnerships – Latin America *(Category: Referrals)*  
  Karla Silvestre  
  Community Liaison  
  Phone: 240-777-2525  
  Email: Karla.silvestre@montgomerycountymd.gov

- Takoma East Silver Spring Center *(Category: Referrals)*  
  [www.montgomerycountymd.gov](http://www.montgomerycountymd.gov)  
  Maureen Larenas, Director  
  8513 Piney Branch Road  
  Silver Spring, MD 20901  
  Phone: 301-565-7615

- YMCA Youth & Family Services *(Category: Recreation, Community, Family, Referrals)*  
  LAAG Health Workgroup  
  Viviana Azar, Linkages to Learning Director  
  9601 Colesville Road  
  Silver Spring, MD 20901  
  Mobile: 301-642-2793  
  Phone: 301-587-5700 ext. 2566  
  Email: vazar@ymcadc.org
- Prince George’s County

  - Adelphi/Langley Park Family Support Center (Category: Referrals)
    8908 Riggs Road
    Adelphi, MD 20783
    Phone: 301-431-6210

  - The Arc Prince George’s County (Category: Advocacy, Support Services, Referrals)
    www.thearcofpgc.org
    1401 McCormick Drive
    Largo, MD 20774
    Phone: 301-925-7050
    Fax: 301-925-4387

  - Hispanic Festival (Category: Community)
    www.pgparks.com/Hispanic_Festival.htm
    at Lane Manor Park
    7601 West Park Dr. & University Blvd.
    Adelphi, MD 20783
    Phone: 301-408-4335

  - Judy Hoyer Family Learning Center (Category: Education, Referrals)
    8908 Riggs Road
    Adelphi, Maryland 20783
    Phone: 301-408-6860

  - Prince George's Child Resource Center (Category: Health, Referrals)
    www.childresource.org
    9475 Lottsford Road, Suite 202
    Largo, MD 20774-5359
    Phone: 301-772-8400
    E-mail: mworshtil@pgcrc.org

- Queen Anne’s County

  - The Arc Central Chesapeake Region (Category: Advocacy, Support Services, Referrals)
    www.thearcccr.org
    931 Spa Road
    Annapolis, MD 21401
    Phone: 410.269.1883
    Hispanic Coordinator 410-693-5183 or 410-990-1923
• **Infants & Toddlers** *(Category: Health, Support Services)*
  Mary Lou Christian, R.N.
  Q.A.C.
  Health Department
  Phone: 410-758-0720 ext. 4456

• **Queen Anne’s County Health Department** *(Category: Health, Support Services)*
  www.qahealth.org
  206 N. Commerce Street
  Centreville, Maryland 21617
  Phone: 410-758-0720

• **Queen Anne’s County Public School** *(Category: Education, Support)*
  Diane McGowan
  Special Education Supervisor
  202 Chesterfield Avenue
  Centreville, Maryland 21617
  Phone: 410-758-2403 ext.131

• **Transition Services** *(Category: Transitioning Youth, Referrals)*
  Martha L. Anthony
  Transition Coordinator
  Phone: 410-758-0500, ext. 136

> **Somerset County**

• **Somerset County Public Schools** *(Category: Education, Support Services)*
  Mrs. Betsy Reich
  Supervisor of Special Education
  Phone: 410-621-6239
  Email: breich@somerset.k12.md.us

> **St. Mary’s County**

• **The Arc Southern Maryland** *(Category: Education, Support Services)*
  www.arcsomd.org
  Breton Market Place, Unit H
  25470 Point Lookout Road
  Leonardtown, MD 20650
Phone: 301-475-5652
Fax: 301-870-1240

- **Citizens' Advisory Committee for Special Education (Category: Education, Support Services)**

  CACSE meets the 3rd Monday of every month from 7:00 p.m. to 8:30 p.m
  St. Mary's County Public Schools
  23160 Moakley Street
  Leonardtown, MD 20650
  Phone: 301-475-5511

- **St. Mary's County Public Schools (Category: Education, Support Services)**
  Partners for Success
  Susan Shannon
  Green Holly Elementary School
  Office Suite A
  46060 Millstone Landing Road
  Lexington Park, MD 20653
  Phone: 301-863-4069
  Email: partnersforsuccess@smcps.org

- **Talbot County**

  - **The Arc Central Chesapeake Region (Category: Education, Support Services)**
    www.thearcccr.org
    8626 Brooks Drive, Unit 306
    Easton, MD 21601
    Phone: 410-770-9895
    Hispanic Coordinator 410-693-5183 or 410-990-1923

  - **Family Support Center (Category: Social, Referrals)**
    215 Bay St. Ste. 1
    Easton Md. 21601
    Phone: 410-820-6940
    Fax: 410-820-6958

  - **Talbot County Public Schools (Category: Education, Support Services)**
    Special Education Department
    Kristen Mentges
    Email: kmentges@tcps.k12.md.us
- The Family Support & Resource Center
  The Judy Center Partnership
  215 Bay Street, Suite 1
  Easton, MD 21601
  410-820-6940

- Talbot Family Network *(Category: Social, Referrals)*
  142 N. Harrison Street
  Easton, Maryland 21601
  Phone: 410-770-6870

▌ Washington County

- The Arc of Washington County *(Category: Advocacy, Support Services, Referrals)*
  [www.arcwc-md.org](http://www.arcwc-md.org)
  820 Florida Avenue
  Hagerstown, MD 21740
  Phone: 301-733-3550
  Fax: 301-745-5573

- Washington County Public Schools *(Category: Education, Support Services)*
  - Family Support Resource Center
    Carol Little: Parent Coordinator
    Phone: 301-766-8221
    Fax: 301-791-6716
    Email: partners@wcboe.k12.md.us

▌ Wicomico County

- Wicomico County Public Schools *(Category: Education, Support Services)*
  - Family Support Network Center
    Lori Thompson, Support Coordinator
    Phone: 410-677-5250
    Holly Center campus in the Massey Activities Building
- Worcester County
  - Worcester County Public Schools *(Category: Education, Support Services)*

  Partners for Success  
  6270 Worcester Highway  
  Newark, MD 21841  
  Phone: 410-632-5234  
  Fax: 410-632-3867
10. Sources of Funding

- **LISS (Low Intensity Support Services)**
  The program is designed to enable a family to provide for the needs of a child or an adult with developmental disabilities living in the home or to support an adult with developmental disabilities living in the community. LISS Services are flexible to meet the needs of individuals or families.
  For more information visit: [http://www.dhmh.state.md.us/dda_md/liss.htm](http://www.dhmh.state.md.us/dda_md/liss.htm)

- **Knight of Columbus – Community Integration Scholarship Program**
  The Community Integration Scholarship Program supports initiatives on behalf of an individual with an intellectual or developmental disability, directed at improving his or her ability to function within the community, strengthening his or her understanding of the responsibility which accompanies citizenship, and enabling the individual to contribute to, as well as receive, benefits from community life.
  For more information call The Arc Maryland at (410) 571-9320

- **Maggie’s Light – Respite Funding**
  Respite Funding can provide short-term restorative break for both caregivers and their children and young adults with special needs. This special break may occur in or outside the home, for a few hours or over several days or at camp, by plan or in crisis.
  For more information visit: [http://www.maggieslight.org/respite-care](http://www.maggieslight.org/respite-care)

- **Jill Fox Memorial Fund**
  The Jill Fox Memorial Fund provides grants to individuals with unmet medical and healthcare needs not paid for by medical insurance, government agencies, health associations, community organizations, public or personal resources.
  For more information visit: [http://www.jillfoxfund.org/](http://www.jillfoxfund.org/)

10.1 Grants

- Partner with other local chapters or organizations to go after grants and other sources of funding for Hispanic outreach projects, programs and services.

- For more information call:
  The Arc Maryland
  410 571-9320
  www.thearcmd.org
11. Glossary of Terms

The following glossary of terms is not meant to be comprehensive. It only lists those terms that are frequently used when serving individuals with disabilities and their families. Additionally, the term/acronyms have been translated into Spanish to assist providers relaying this info to Spanish-speaking families.

- **DDA** (Developmental Disabilities Administration – *Administración de Discapacidades del Desarrollo*)
  - **Crisis Resolution** (*Resolución de Crisis*) - The top priority category for services funded by DDA. To qualify for this category the person has to be in crisis by meeting one or more criteria as stated in the regulations.
  - **Crisis Prevention** (*Prevención de Crisis*) - The second priority category for services funded by DDA. People in this category have been determined to have an urgent need for services, but do not qualify for Crisis Resolution.
  - **Current Request** (*Solicitud Actual*) - The third or lowest priority category for services funded by DDA. To qualify for this category, the applicant shall indicate at least a current need for services.

- **CSLA** (Community Supported Living Arrangements – *Arreglos de Vivienda Apoyados en la Comunidad*) - Residential supports that enhance a person’s opportunity for community participation and enables them to exercise choice and control over their lifestyles.

- **Waiting List** (*Lista de Espera*) - The DDA Waiting List is comprised of adults and children with developmental disabilities who are waiting for funding from DDA to obtain community-based services.

- **GTYF** (Governor’s Transition Youth Initiative – *Iniciativa del Gobernador para Jóvenes en Transición*) - A funding source through the DDA to assist eligible individuals in the transition from school to work and adulthood after the age of 21.

- **WLEF** (Waiting List Equity Funding – *Lista de Espera para Fondos para Ancianos*) - For elderly care providers over the age of 84

- **LISS** (Low Intensity Support Services – *Servicios de Apoyo de Baja Intensidad*) - Funded by DDA, this program is designed to enable a family to provide for the needs of a child or an adult with developmental disabilities living in the home or to support an adult with developmental disabilities living in the community. LISS Services are flexible to meet the needs of individuals or families.
- **DORS** (Division of Rehabilitation Services – *División de Servicios de Rehabilitación*)
- **MHA** (Mental Hygiene Administration – *Administración de Higiene Mental*)
- **MSDE** (Maryland State Department of Education – *Departamento de Educación del Estado de Maryland*)
  - **IDEA** (Individuals with Disabilities Education Act – *Ley para la Educación de Individuos con Discapacidades*)
  - **IEP** (Individualized Education Plan – *Plan Individualizado de Educación*)
  - **BIP** (Behavioral Intervention Plan – *Plan de Intervención del Comportamiento*)
- **ID** (Intellectual Disability – *Discapacidad Intelectual*) with the passing of Rosa’s Law, the term “Mental Retardation” has been changed to Intellectual Disability and it is to be used in written and verbal communication.)
HOLA! Toolkit

Hispanic Outreach Launch Assistant
2011

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49 Old Solomons Island Road, Suite 205, Annapolis, Maryland 21401
Annapolis (410) 571-9320
Fax: (410) 974-6021
Baltimore (410) 974-6139
Información en Español: (301) 663-4449

*Developed in partnership between The Arc Maryland and The Arc of Frederick County