



***The Arc***<sup>™</sup>

*Maryland*

# ***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

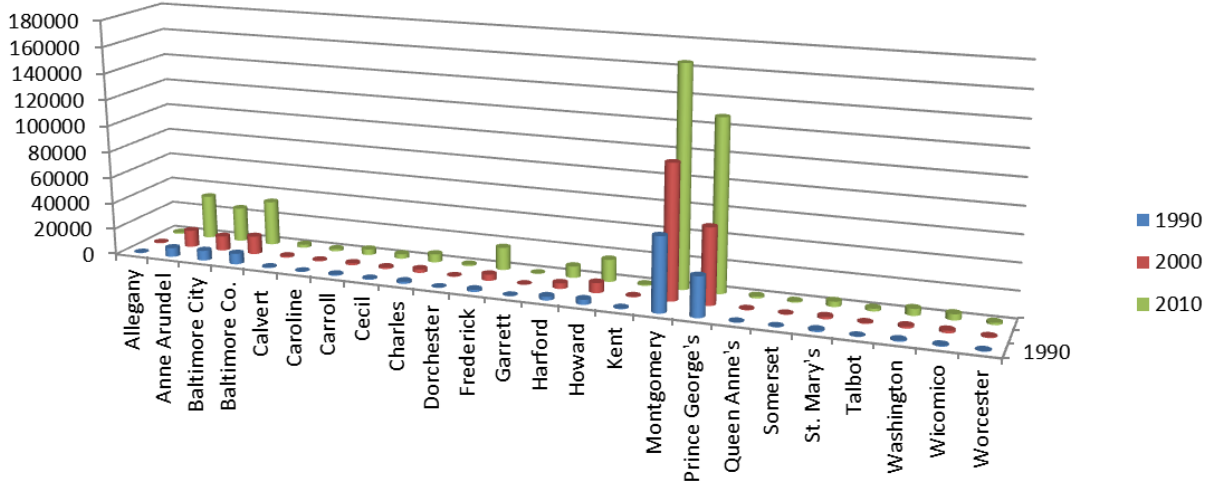
### 2.1 General Demographics

Total Hispanic Population in Maryland in 2010	<b>470,632</b>
Hispanics Share of Total Population in 2010	8.2%
Compared to Hispanic Population in 2000	242,716
Hispanic change from 2000 to 2010	106%

Copyright © 2010 US Census Bureau

- **Hispanic Population Growth by County in the last 2 decades**

County	1990	2000	2010
Allegany	319	571	1,085
Anne Arundel	6,815	12,902	32,902
Baltimore City	7,602	11,061	25,960
Baltimore Co.	8,131	13,774	33,735
Calvert	502	1,135	2,437
Caroline	231	789	1,816
Carroll	903	1,489	4,363
Cecil	635	1,306	3,407
Charles	1,705	2,722	6,259
Dorchester	177	385	1,130
Frederick	1,713	4,664	17,135
Garrett	110	131	220
Harford	2,821	4,169	8,613
Howard	3,699	7,490	16,729
Kent	467	546	907
Montgomery	55,684	100,604	165,398
Prince George's	29,983	57,057	128,972
Queen Anne's	189	444	1,452
Somerset	229	334	863
St. Mary's	1,230	1,720	3,972
Talbot	167	615	2,073
Washington	905	1,570	5,104
Wicomico	610	1,842	4,478
Worcester	275	596	1,622



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## 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).

DisabilityPlanningData.com – 2005-2007

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

Erickson, W. Lee, C., & von Schrader, S. (2010). 2008 Disability Status Report: Maryland. Ithaca, NY: Cornell University Rehabilitation Research and Training Center on Disability Demographics and Statistics

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](http://www.census.gov)) or State Data Center ([www.mdp.state.md.us/msdc](http://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, Health 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](http://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](http://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](mailto:dors@dors.state.md.us)



Maryland State Department of Education (MSDE) (**Category:** Education, Supports)  
[www.marylandpublicschools.org](http://www.marylandpublicschools.org)

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

Maryland Disability Law Center (**Category:** Advocacy)  
[www.mdlclaw.org](http://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](http://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](mailto:info@namimd.org)

Maryland Transitioning Youth (**Category:** Education, Referrals)  
[www.mdtransition.org](http://www.mdtransition.org)

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

Family NET Works (**Category:** Support, Referrals)  
[www.family-networks.org](http://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](mailto:specialneeds@mdchildcare.org)

Maryland Committee For Children (**Category:** Education, Referrals)  
[www.mdchildcare.org](http://www.mdchildcare.org)

League for People with Disabilities (**Category:** Recreation, Services)  
[www.leagueforpeople.org](http://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](http://www.lbph.lib.md.us)

Best Buddies Maryland (**Category:** Recreation, Supports)  
[www.bestbuddiesmaryland.org](http://www.bestbuddiesmaryland.org)  
Phone: 410-327-9812

Free Bowling for Kids all Summer (**Category:** Recreation)  
[www.freebowling.amf.com](http://www.freebowling.amf.com)

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

Maryland State Parental Information Resource Center (**Category:** Referrals)  
[www.mdpirc.org](http://www.mdpirc.org)

Center for Early Childhood Mental Health Consultation (**Category:** Referrals)  
[www.ecmhc.org](http://www.ecmhc.org)

Pathfinders for Autism (**Category:** Advocacy/Referrals)  
[www.pathfindersforautism.org](http://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](mailto:dmoreno@thearcmd.org))

### ➤ Allegany

- [Allegany County Public Schools](#) (**Category:** Education, Support Services)  
[www.acps.allconet.org](http://www.acps.allconet.org)  
Sheree Witt  
Director, Special Education  
Phone: 301-759-2064  
Email: [sheree.witt@acps.k12.md.us](mailto:sheree.witt@acps.k12.md.us)
- [The Arc of Washington County](#) (**Category:** 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
- [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](http://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](http://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](mailto: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](http://www.aahealth.org)  
[www.aahealth.org/hispanic](http://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](http://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](http://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.ppmmd.org](http://www.ppmmd.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](mailto: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](mailto: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](mailto:assisihouse21231@aol.com)
- Casa de Maryland (**Category:** Social Services, Referrals)  
[www.casademaryland.org](http://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](http://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](http://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](http://www.catholiccharities-md.org/immigrants)  
430 S Broadway  
Baltimore, MD 21231  
Phone: 410-522-2668  
[erosario@cc-md.org](mailto:erosario@cc-md.org)

- Immigration Outreach Service Center (**Category:** Referrals, Immigration)  
[www.ioscbalt.org](http://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](http://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](http://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](http://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](http://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.calverthealth.org](http://www.calverthealth.org)  
[www.calverthealth.org/spanish.htm](http://www.calverthealth.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](http://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.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
  - 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](http://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](http://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.dhmf.md.gov](http://www.carrollhealthdepartment.dhmf.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](http://www.carrollk12.org)  
Partners for Success  
Cindy Senseney  
Phone: 410-751-3955  
[clsense@k12.carr.org](mailto: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](mailto:jgnewberry@ccps.org)
  
  - *Parents Resource Center*  
Cherry Hill Middle School  
Phone: 410-996-5637  
Email: [prcsped@ccps.org](mailto:prcsped@ccps.org)
  
  - *SECAC*  
Karen Guilbault  
Email: [fieldsoffaith@gmail.com](mailto:fieldsoffaith@gmail.com)  
Chris Moran  
Email: [Moranfam6@dol.net](mailto: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](http://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](http://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](http://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](mailto: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>  
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>
  
- Judy Center  
201 Waverley Drive  
Frederick, MD 21702  
Alina Oliva, Bi-Lingual Community Liaison

Phone: 240-236-8775  
Cell: 240-344-8044  
Email: [Alina.Oliva@fcps.org](mailto:Alina.Oliva@fcps.org)

➤ **Garrett 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
- 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](mailto:jkotulak@ga.k12.md.us)

➤ **Harford County**

- The Arc of Northern Chesapeake Region (**Category:** Advocacy, Support Services, Referrals)  
<http://www.arncnr.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](mailto:Ann-Marie.Spakowski@hcps.org)

➤ **Howard County**

- Alianza de la Comunidad (**Category:** Social Services, Referrals)  
[www.alianzahc.org](http://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](http://www.archoward.org)  
11735 Homewood Road  
Ellicott City, MD 21042  
410-730-0638  
410-730-1436 Fax
- Conexiones (**Category:** Education, Referrals)  
[www.conexioneshc.org](http://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](mailto:feli@conexioneshc.org)
- FIRN (Foreign Born Information & Referral Network) (**Category:** Language Services, Referrals)  
[www.firnonline.org](http://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](mailto: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](http://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.hcps.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](http://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](mailto:latino@namimc.org)

- The Arc Montgomery County (**Category:** Advocacy, Support Services, Referrals)  
[www.thearcofmontgomerycounty.org](http://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](http://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](http://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](mailto:father.dorsonville@catholiccharitiesdc.org)  
[Celia.rivas@catholiccharitiesdc.org](mailto: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](mailto:mvraswan@gmail.com)  
[info@centrotepeyac.org](mailto: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](mailto: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](mailto: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](mailto:scontr2133@aol.com)
- Community Bridges, Inc. (**Category:** Social Service)  
Jump Start Girls! Adelante Niñas!  
Ana Lopez, Executive Director  
620 Pershing Drive, 2<sup>nd</sup> Floor  
Silver Spring, MD 20910  
Phone: 301-585-7155  
Fax: 301-585-6310  
Email: [alopez@communitybridges-md.org](mailto: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](mailto:asaenz@cmrocks.org)  
[crojas@cmrocks.org](mailto: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](mailto:Karen_C_Woodson@mcpsmd.org) or  
[Vicki\\_Medina@mcpsmd.org](mailto:Vicki_Medina@mcpsmd.org)

- Identity, Inc. (**Category:** Youth, Social Services)  
[www.identity.ws](http://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](mailto: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](mailto: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](mailto: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](http://www.montgomerycountymd.gov)  
Ms. Natalie C. Cantor, Director  
2424 Reddie Drive  
Wheaton, MD 20902  
Phone: 240-777-8100

Fax: 240-777-8111

Email: [Natalie.cantor@montgomerycountymd.gov](mailto:Natalie.cantor@montgomerycountymd.gov)  
[Midcounty.citizen@montgomerycountymd.gov](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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)  
<http://www.montgomerycountymd.gov/cpstmpl.asp?url=/content/EXEC/partnerships/community/latin.asp>  
Karla Silvestre  
Community Liaison  
Phone: 240-777-2525  
Email: [Karla.silvestre@montgomerycountymd.gov](mailto: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](mailto: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](http://www.thearcofpgc.org)  
1401 McCormick Drive  
Largo, MD 20774  
Phone: 301-925-7050  
Fax: 301-925-4387
- Hispanic Festival (**Category:** Community)  
[www.pgparcs.com/Hispanic\\_Festival.htm](http://www.pgparcs.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](http://www.childresource.org)  
9475 Lottsford Road, Suite 202  
Largo, MD 20774-5359  
Phone: 301-772-8400  
E-mail: [mworshtil@pgcrc.org](mailto:mworshtil@pgcrc.org)

➤ **Queen Anne's County**

- 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

- 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](http://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](http://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](mailto: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.dhmd.state.md.us/dda\\_md/liss.htm](http://www.dhmd.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>

- 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/>

### 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](http://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  
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Baltimore (410) 974-6139  
Información en Español: (301) 663-4449

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