



Foster Parent Ombudsman

Place Matters

Nothing matters more to a child
than a place to call home.



Martin O'Malley,
Governor

Anthony Brown
Lt. Governor

Brenda Donald
Secretary

“One hundred years from now, it will not matter what my bank account was, how big my house was, or what kind of car I drove. But the world may be a little better, because I was important in the life of a child.”

--Forest Witcraft



An
independent
resource
for reviewing
& mediating
foster parent issues

Contact Info

Foster Parent Ombudsman

John Bertulis

Maryland Department of
Human Resources

311 W. Saratoga St.,
Room 517
Baltimore, MD 21201

410-767-7561

Fax: 410-333-0922

Jbertuli@dhr.state.md.us

Foster Parent Ombudsman working for you by:

- An autonomous person reporting directly to the Secretary of the Maryland Department of Human Resources
- Reviews and mediates issues made by or on behalf of foster parents that may adversely affect their relationship with a foster child or the foster parents' rights
- Serves as a foster parent's advocate and assists foster parents in working as a team member in the child welfare system
- Collaborates with the Department of Human Resources to address and resolve systematic problems experienced by Maryland's foster parents
- Maintains and ensures confidentiality of the information provided to the extent possible
- Publicizes the ombudsman's role, purpose, and mode of operation



Where to Call

John Bertulis
Foster Parent Ombudsman
410-767-7561

Maryland Department of
Human Resources
888-MDKIDS2
(888-635-4372)

Maryland Foster Parent Association
866-MDKIDS1
(866-635-4371)

Payment Issues
(Foster Care Checks)
877-DHR2PAY
(877-347-2729)

Foster Parent Ombudsman Protocol

- Empower foster parent to resolve issues with local D.S.S.
- Listen to foster parents' concerns
- Gather and review all relevant information
- Remain neutral and impartial
- Formulate a process for mediation and make recommendations when appropriate
- Report outcomes to Secretary of Maryland Department of Human Resources

“Ombudsman” is a Swedish term of long and honorable tradition. The ombudsman helps people resolve their differences with public officials.