

Maryland



What is one interesting thing about your state?

While small MD is incredibly diverse. PPMD covers both Health and Special Education topics and is a one-stop center for families with Children and Youth with Special Healthcare Needs and Disabilities.

Engaging Communities

PPMD has done intentional and targeted outreach to underserved populations, in both rural and urban areas of Maryland. We have started collaborative relationships with non profits such as the Lollipop Foundation, The Archdiocese of Washington's Special Needs Ministries, The Hispanic Community Resources, with a national refugee resettlement organization and Native Lives, the Native American Health Services Non Profit of MD that serve our targeted population in order to meet the families needs . We provide information and support to families via phone, in person, website, email and mail. We currently have 3 Native Spanish speaking staff and use the Language Line to interact with families that languages other than English and Spanish. PPMD staff meet families wherever they are at in their journey, provide a safe and confidential environment that supports the development of a relationship of mutual trust. We connect them to other agencies and organizations so they can access additional resources. We provide learning opportunities via workshops, webinars, translated materials, and soon a Face Book Page in Spanish. And starting September 2019 we have leadership and learning opportunities: "Padre, Tu Puedes" Conference ; LEADers Conference on the Eastern Shore in a significantly underserved portion of the state; and Serving on Groups Curriculum in Spanish. In addition, provide workshops and Special Education Clinics, year round, all across Maryland where we provide 1:1 assistance to families on issues related to the IEP and Healthcare.

State Data

The outreach position had been vacant for three years and there was no bilingual staff available to work with families. Therefore, we conducted a survey with our underserved families with children with disabilities and or Special Healthcare Needs. We used the data to guide the information and support provided to families; and our intentional and targeted outreach efforts. Results lead to collaboration with the American Academy of Pediatrics MD, John's Hopkins University, and the University of Maryland, the Lollipop Foundation, The Archdiocese of Washington's Special Needs Ministries, The Hispanic Community Resources, with a national refugee resettlement organization, and other agencies.

QI Method

We are currently on the *Do* phase of the first PDSA cycle. We are providing one on one assistance and workshops for families as per the results of data collection and the assessment, started a support group and increased outreach staff by 1.5 FTE. Mid year we will revise and adjust our PDSA and adjust accordingly.