



Baltimore County Department of Housing & Community Development Community Partners Resource Guide



John A. Olszewski, Jr., County Executive

Terry F. Hickey, Director, Department of Housing & Community Development

CONTENTS

Healthcare Resources	1
Food Resources	2
Housing and Utilities Assistance	3
Judicial News and Legal Assistance	4
Resources for Spanish Speaking Residents	5
Consumer Resources	6
Resources for Seniors	7
General Community Information	8

To help navigate the stream of information coming from all levels of government and the private sector, Baltimore County collects and conveys information and resources that we hope are useful to you as our community partners and fellow residents. As there are new and varying sources of information being pushed out daily, we do not assume to capture all. Rather, we curate and share the resources that appear to be most useful for your networks. Please feel free to contact us with any additional information for inclusion in future guides.



If you are an organization interested in including your information in this Resource Guide, or would like to contact us for further details, please email:

*Essence Cropper
Special Assistant for Outreach and Engagement
Baltimore County Housing and Community Development
ecropper@baltimorecountymd.gov*

HEALTHCARE RESOURCES



Mental Health Resources

Baltimore County Bureau of Behavioral Health HELP Line: Call 410-887-3828 to speak to a Social Worker for information and referral to behavioral health services. Monday through Friday, 8:30 a.m. – 4:30 p.m.

Sheppard Pratt offers access to their virtual and in-person care options through a [secure, online platform](#). The Virtual Crisis Walk-In Clinic is available to any individual living in Maryland.

National Alliance on Mental Illness encourages the community to visit <http://namibaltimore.org> for programs and resources. You may contact NAMI at 410-435-2600 or info@namibaltimore.org.

The DOVE Program

LifeBridge Health Domestic Violence Program

The Program has resources for those who are experiencing domestic violence or intimate partner abuse. Visit the [website](#) for confidential referral. 410-496-7555 (Monday – Friday, 9:00 a.m. to 5:00 p.m.)

Prologue, Inc. Homeless Outreach Program (HOP)

Create opportunities for those with behavioral health needs and those experiencing homelessness. Call 410-653-6190 Monday—Friday 8:30 a.m.—4:30 p.m.

24-Hour Help Lines

Alzheimer's Association Helpline:
800-272-3900

Baltimore County Domestic Violence
& Sexual Assault Hotline: 410-828-6390

Baltimore County Crisis Response System:
410-931-2214

Bright Futures Ahead Substance Use
Outpatient Clinic: 443-341-2202

Emergency Emotional Support: Call 988

First Call for Help: 410-685-0525 or 211

Grassroots Crisis Line - Suicide Intervention
Hotline: 410-531-6677

House of Ruth Victims Services:
410-889-7884

Maryland Youth Crisis—Suicide and Other
Interventions: 800-422-0009

National Domestic Violence Hotline:
800-799-7233

REACH Hotline (Substance Use Information):
410-887-3224

The Family Tree Parenting Helpline:
800-243-7337

Turnaround, Inc. (Domestic Violence/Human
Trafficking): 443-279-0379

Food Resources

Social Services has [programs and services](#) designed to help residents in financial need who meet income eligibility requirements, as well as resources to provide food assistance for Baltimore County families.

Baltimore County Food Pantry Locator— [Click Here](#)

Maryland Food Bank Partners Listing

Are you searching for nearby food bank/pantry? Visit the [Maryland Food Bank's Find Food webpage](#) to locate their partners near you.

Supplemental Nutrition Assistance Program (SNAP)

The Maryland Department of Human Services offers federally-funded benefits to individuals and families to eliminate food insecurity.

To see if you qualify for monthly benefits to help purchase food, visit: <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>. CCBC also can help residents enroll in the SNAP program. For a screening, call 443-840-4122 or email SNAPbenefits@ccbcmd.edu.





Housing and Utilities Assistance

Maryland Low Income Household Water Assistance Program.

[You may be eligible.](#)

The Low Income Household Water Assistance Program (LIHWAP) is a new program providing benefits for water and wastewater costs for low-income households experiencing hardship with their water bills. LIHWAP will assist Maryland families who are behind on their drinking water and wastewater bills focusing on arrearage accounts that are 30 days or more past due.

Utilities & Heating Bill Assistance

If you are having trouble affording your utility or heating bill, you do not need a turn off notice to qualify for assistance. The Office of Home Energy Programs strongly encourages you *to apply for assistance before you receive a turn-off notice* so that funds can be applied to your account as soon as possible. All OHEP program eligibility is income-based and **you do not need a turn off notice to qualify for assistance.** Visit [MD DHR Energy Assistance](#) for information and to apply.

Office of People's Counsel

The office of People's Counsel does not provide funding for your gas and electric bill, they do not provide in-person assistance. They are providing resources for assistance. [Click here](#). Call –410-767-8150 email OPC@maryland.gov.

BGE Community Resource Guide

<https://fuelfundmaryland.org/file/2022-2023-bge-community-resource-guideenglishpdf>

Emergency Rent Assistance Program

Emergency rent assistance for Income Qualified Families: <https://dhs.maryland.gov/weathering-tough-times/emergency-assistance/>

Preventing Homelessness

Call **410-887-TIME (8463)** and select option 1 for referrals and services to see if you're eligible for programs to keep you in your home or help you relocate to a new residence.

Housing Discrimination or Unfair Practices

Office of the Attorney General
Consumer Protection Division (Advice Only)

Tips on how landlords and tenants can communicate positively and constructively:

<https://www.marylandattorneygeneral.gov/Pages/CPD/landlords.aspx>

Baltimore County Human Relations
Commission (Discrimination Allegations Only):

<https://www.baltimorecountymd.gov/Agencies/humanrelations/>



JUDICIAL NEWS AND LEGAL ASSISTANCE

Legal Services

Help is available to understand your rights.
Organizaciones marcadas con * ofrecen servicios en español.

District Court Self-Help Resource Center*

Advice Only, Walk-in Service Only
1 Rolling Cross Road, 2nd Fl., Catonsville 21228
410-260-1392
<http://mdcourts.gov/legalhelp/districtctselfhelpctr.html>
Monday – Friday, 8:30 a.m. to 8:00 p.m.

Maryland Legal Aid*

Advice and Representation for Income Qualified Persons 410-427-1800
www.mdlab.org
Online Form or Phone Intake Only:
Monday – Thursday, 9:30 a.m. to 5:00 p.m.
Walk-in Intake hours vary by location

Maryland Volunteer Lawyers Service*

Advice and Representation for Income Qualified Persons
410-547-6537
<https://mvslaw.org/get-legal-help/>
Online Form or Phone Intake:
Monday – Thursday, 9:00 a.m. to 12:00 p.m.

Pro Bono Resource Center*

Advice and Representation at No Cost
Tenant Hotline: 443-703-3053 **no message service**
email CAPteam@probonomd.org
<https://probonomd.org/for-legal-help/>
Operating hours—Monday-Friday

St. Ambrose Housing Aid Center, Inc.*

Legal Services Program—For General Legal Questions Phone : 410-366-8550 x 249

Fair Housing Action Center of Maryland*

Tenant Advocacy Only
<https://www.fairhousingmd.org/>
443-447-7336
Phone Intake: Tuesday and Wednesday,
10:00 a.m. to 2:00 p.m.

CASA of Maryland*

Legal Advice Only for Income Qualified Immigrants
8151 15th Avenue, Hyattsville 20783 (Space is limited) Tuesdays, 7:00 a.m. at CASA's Multicultural Center <https://wearecasa.org/legal-services-md/>

Mediation

Mediation brings both sides together to try to resolve disputes outside of the courtroom.

District Court of MD, Alternative Dispute Resolution Office

<https://mdcourts.gov/district/adr/home/rentcourt>
Ask courtroom clerk or presiding judge when you go to court.

The Conflict Resolution Center of Maryland*
443-297-7891

<http://crcbaltimorecounty.org/mediation@crcbaltimorecounty.org>

Maryland District Court General Information for Evictions— Landlord and Tenant

Visit the MD District Court <https://www.mdcourts.gov/legalhelp/housing> for housing court matters. Tenants may have certain rights including:

- The right to know the amount of rent due and have a judge hear any dispute.
- Landlords must keep a ledger of rent charges and payments.
- If the landlord fails to repair a condition on the property that is a threat to life, health, or safety after reasonable notice, a tenant may ask to pay rent into escrow with the Court until repairs are made to the home. The tenant may also ask the Court to reduce the rent.
- Certain landlords must have a license to rent a residential property.
- Tenant may have the right to redeem and stay on the property any time before the actual carrying out of the eviction order by paying past due rent and fees.

Resources for Spanish Speaking Residents

Where available throughout this Guide, we have included information for Spanish speaking persons.

Enfrentando tiempos difíciles

El DHS ofrece muchos servicios que brindan asistencia y apoyo a familias e individuos que necesitan ayuda durante estos tiempos difíciles. La siguiente lista muestra los tipos de asistencia disponibles. Visite [myDHR](#) para aplicar.

The Esperanza Center of Catholic Charities

La misión del Centro Esperanza es dar la bienvenida a los inmigrantes ofreciéndoles esperanza, servicios compasivos y el poder de mejorar sus vidas. El Centro Esperanza, ubicado en 430 S Broadway, ofrece servicios en cinco áreas: una clínica de salud; educación (particularmente inglés para hablantes de otros idiomas); servicios legales de inmigración; reunificación familiar; y referencias comunitarias. Comuníquese con el Centro al 667-600-2401 o esperanzainfo@cc-md.org.

Visite <https://www.catholiccharities-md.org/services/esperanza-center/> para más información.

NAMI (La Alianza Nacional sobre las Enfermedades Mentales)

Metro Baltimore provee apoyo gratuito a las personas afectadas por una condición de salud mental (1 de cada 5 personas) y sus familias. Nuestra Helpline tiene un correo de voz que está listo para servirle con ayuda gratuita y confidencial en español. Déjenos un mensaje y nuestros voluntarios calificados le contactaran con recursos útiles en español en 48 horas vía llamada telefónica o email. Línea directa 410-435-2600 Correo electrónico: infor@namibaltimore.org

Conectamos A Maryland Para Que Pueda Prosperar

[211](#) informa, conecta y defiende a las personas a través de asociaciones con agencias estatales y locales.

OCHO: Resources for Latinx in Baltimore

Visite <https://www.ocho.org/news-1> para oportunidades y recursos en Maryland.

¿Busca asesoramiento financiero?

Abre una cuenta bancaria o de una cooperativa de crédito de bajo costo ahora para recibir el dinero de tu cheque de estímulo de una forma más rápida y segura- [Haga clic aquí!](#)

COMMUNITY
resources

Consumer Resources

File Your Taxes Online - Free!

Residents with total household income of \$73,000 or less can file their taxes online for free. Visit [CASH Campaign's webpage](#) for available programs. If you need assistance to file your taxes, the webpage has other resources for you.

Apply for Benefit Programs

CASH can help you or someone in your household connect to over 20 benefit programs. The programs help with things like food, phones, medication, and housing. The screening is free and confidential. CASH can also help you through the application process. To make an appointment [register here](#). To learn more about how to receive a free screening virtually [click here](#).

Looking for Financial Advice and Resources?

CASH Campaign of Maryland has resources and tools on how to manage finances or find other help in this difficult time. Click [here](#) to learn more about CASH Academy.

Do you need a safe bank account, or do you have questions about how to get your Economic Impact Payment- [Find out more here](#).

US Consumer Financial Protection Bureau is dedicated to ensure fair treatment by banks and other financial institutions. The agency offers resources for consumers and business owners who need tools for medical costs, debt relief, credit reports, mortgages and more. Learn more about their tools and programs at <https://www.consumerfinance.gov/>.

State of Maryland's Office of People's Counsel is holding information sessions on the Inflation Reduction Act tax credit. If you made some energy efficient improvements to your home in 2022, you may be eligible for the Inflation Reduction Act tax credit. To learn more [click here](#). You can sign up for their information sessions [here](#).





Resources for Seniors

Food Assistance Resources: Seniors experiencing food access email aginginfo@baltimorecountymd.gov or call 410-887-2594

[Health and Wellness Programs:](#) Health education and screenings offered in senior centers.

[Home Delivered Meals:](#) Delivered through Meals on Wheels of Central Maryland, Inc.

[Housing:](#) Housing options including senior apartments, assisted living, retirement communities, and nursing homes.

[Employment:](#) Find out more about the Senior Community Service Employment Program.

[Maryland Access Point \(MAP\):](#) The point of entry for information about services and benefits available to seniors, adults with disabilities, their families, caregivers and professionals. Formerly Senior Information and Assistance. Send an email to aginginfo@baltimorecountymd.gov or call 410-887-2594.

Are you interested in current events and other programs affecting seniors? Visit <https://www.baltimorecountymd.gov/departments/aging/index.html>

Medicare

Are you new to Medicare? Visit <https://www.baltimorecountymd.gov/departments/aging/medicare/index.html> for more information.

Senior Centers and Community Programs

Click [here](#) to learn about the current status of your favorite Senior Center and the programs and services offered.



