



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

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.

CONTENTS

Francis Scott Key Bridge Resources	1
Healthcare & Food Resources	2
Legal Assistance	3
Resources for Spanish Speaking Residents	4
Housing Opportunities and Finance	5
General Community Information	6



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

RESOURCES FOR WORKERS AND BUSINESSES IMPACTED BY THE FRANCIS SCOTT KEY BRIDGE COLLAPSE



Resources for Workers

If you are a Maryland based employee who has been laid-off or working less hours due to the Key Bridge collapse, you may be eligible for Unemployment insurance. The Maryland Department of Labor has created an unemployment insurance hotline for workers affected by the Key Bridge collapse. Please call 667-930-5989 Monday—Friday 8:00 a.m.—5:00 p.m. and Saturday 8:00 a.m.—12:00 p.m.

Online filing is available 24/7 through the Department of Labor's Beacon website, [click here](#). There are instructional videos and other materials to assist.

There is also a mobile unit for in-person options to get help filing a claim. It is located at the Steamship Trade Association, 1901 Portal Street. It is equipped with 14 computer terminals and staffed by the Division of Unemployment Insurance and is open 8:30 a.m.—4:30 p.m.

Other in-person locations staffed by the Division of Unemployment Insurance to receive help filing a claim is the Eastpoint American Job Center in proximity to the Port's Dundalk terminals has added Division of Unemployment Insurance staff to assist.

Information for New Claimants—Unemployment Insurance [Click here](#).

CHART—Coordinated Highways Action Response Team

Maryland's official traveler information service. Contact 511

Resources for Businesses

Rapid Response Services

If you own or operate a business affected by the reduction in Port operations, you may benefit from this service offered by the Maryland Department of Labor. It is tailored to assist workers and businesses to include counseling, job placement support, and regulatory guidance. There is no cost, regardless of company size or number of employees being laid off. For more information and contacts [click here](#). Para español haga clic [aquí](#).

Business Services

This team helps coordinate workforce programs, ensuring that businesses have skilled employees and that individuals have access to employment and training resources and services. For more information and contact information [click here](#). Para español haga clic [aquí](#).

Temporary SBA Recovery Centers

If you are a worker or business with questions about resources available to help during the Port's reduction in operations, there are two temporary Small Business Administration Recovery Centers currently open. Workers can get their questions about unemployment insurance, and businesses can get their questions addressed about loan assistance by various federal, state and local agencies.

Baltimore City—CareFirst Engagement Center, 1501 South Clinton Street, Suite 100, Baltimore, MD 21224. Operating hours Monday—Friday 8:00 a.m.—6:00 p.m. and Saturday 10:00 a.m.—2:00 p.m. Baltimore City is working in conjunction with Anne Arundel County for this location to service businesses in both jurisdictions.

Baltimore County—Dundalk Renaissance Center, 11 Center Place, Dundalk, MD 21222. Operating hours Monday—Friday 8:00 a.m.—6:00 p.m. and Saturday 10:00 a.m.—2:00 p.m.

Baltimore County continues to work with federal, state and local partners across the region to provide a coordinated response to the Francis Scott Key Bridge collapse. For more updates and information visit [here](#).

Economic Injury Disaster Loans

The Small Business Administration has made Maryland businesses impacted by the bridge collapse eligible for low-interest, long-term [Economic Injury Disaster Loans](#) (EIDLs) to help overcome temporary loss of revenue stemming from the bridge collapse. The filing deadline for applications is December 30, 2024. Applicants may contact SBA's Customer Service Center 800-659-2955 or email disastercustomerservice@sba.gov.

Crisis and Mental Health Resources

Baltimore City/County

Call or Text 988

The Baltimore Community Foundation (BCF) has set up grants to alleviate impacts from the Key Bridge collapse. They are accepting grant proposals from community-based organizations to fund charitable response efforts and initiatives addressing the needs of affected communities and the ecosystem of support in affected communities. The grants are time sensitive visit [BCF Key Bridge Grant](#) webpage.

HEALTHCARE & FOOD 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.

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.

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.)

NVISION

For a listing of organizations that provide eyeglasses. Click [here](#).

24-Hour Help Lines

- ◆ Baltimore County Crisis Response System: 410-931-2214
- ◆ Emergency Emotional Support: Call 988
- ◆ Maryland Youth Crisis—Suicide and Other Interventions: 800-422-0009
- ◆ REACH Hotline (Substance Use Information): 410-887-3224
- ◆ 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.

2024 Maryland Farmers Market Directory

The Farmers' Market Nutrition Program (FMNP) is a USDA-funded nutrition grant program that is administered by MDA in conduction with the Maryland Department of Health and the Maryland Department of Aging. [Click here](#) for the directory.





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

[Click here](#)

Monday – Friday, 8:30 a.m. to 8:00 p.m.

Maryland Legal Aid*

Advice and Representation for Income Qualified Persons 410-427-1800

[Click here](#)

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

[Click here](#)

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

[Click here](#)

Operating hours—Monday-Friday

St. Ambrose Housing Aid Center, Inc.*

Legal Services Program—For General Legal

Questions Phone : 410-366-8550 x 249

Economic Action MD

Tenant Advocacy Program—They do not provide financial assistance

[Click here](#)

443-447-7336

Landlord/Tenant 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 [Click here](#)

Mediation

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

District Court of MD, Alternative Dispute Resolution Office

[Click here](#)

Ask courtroom clerk or presiding judge when you go to court.

The Conflict Resolution Center of Maryland*

443-297-7891

[Click here](#)

Email: mediation@crcbaltimorecounty.org

Maryland District Court General Information for Evictions— Landlord and Tenant

Visit the MD District Court for housing court matters. [Click here](#)

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.

RECURSOS PARA RESIDENTES DE HABLA HISPANA

(Resources for Spanish Speaking People)

Donde esté disponible a lo largo de esta Guía, hemos incluido información para personas de habla hispana.

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

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 [haga clic aquí](#) para más información.

NAMI (La Alianza Nacional sobre las Enfermedades Mentales)

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

[haga clic aquí](#) 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!](#)

Guía de recursos comunitarios de BGE

[haga clic aquí](#)



HOUSING OPPORTUNITIES AND FINANCE

DHCD's division of Housing Opportunities and Finance specializes in offering programs to assist Baltimore County residents at or below 80% AMI with rehabbing and maintaining safe/ healthy housing. We offer programs in the form of grants and deferred loans to perform rehab such as lead removal, disability modifications, HVAC & plumbing, roofing etc.

The programs are as follows:

- **Single Family Rehab:** A deferred loan home repair program for Baltimore County homeowners that have deficiencies with the interior and exterior of their homes.
- **Settlement Expense Loan Program (SELP) :** Provides closing costs and down payment for eligible first time homebuyers.
- **Housing Disability Modification Program (HAMP):** Disability modification grant program offered to Baltimore County renters and homeowners.
- **Lead Safe Program:** Lead remediation grant program for Baltimore County houses that were built prior to 1978.

If interested contact us via email: dhcd@baltimorecountymd.gov Attn: HOF or call 410-887-6055 Monday-Friday 8:30 AM - 4:30PM



