



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



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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.

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*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:*

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# 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](mailto:info@namibaltimore.org).

## Tobacco Use Prevention

Ready to quit smoking, Baltimore County Department of Health can help. They offer individual and group quit help. Help by phone virtually or in-person. Call 410-887-0565, email [tobacco@baltimorecountymd.gov](mailto:tobacco@baltimorecountymd.gov) or [visit](#)

## 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)

410-653-6190 (Monday—Friday 8:30 a.m.—4:30 p.m.)

Create opportunities for those with behavioral health needs and those experiencing homelessness.

## 24-Hour Help Lines

Emergency Emotional Support: Call 988

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

Alzheimer's Association Helpline: 800-272-3900

Baltimore County Crisis Response System:  
410-931-2214

Baltimore County Domestic Violence Hotline: 410-828-6390

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

Grassroots Crisis Line - suicide intervention hotline:  
410-531-6677

Maryland Youth Crisis—suicide and other interventions:  
800-422-0009

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

Sexual Assault and Domestic Violence Hotline: 410-828-6390

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

The Family Tree: 800-243-7337

National Domestic Violence Hotline 800-799-7233



# The COVID-19 Vaccine

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Vaccines are one of the safest and most important public health tools to protect against serious illness and prevent the spread of dangerous diseases, like COVID-19. Specifically, vaccines help our bodies develop immunity to viruses and prevent us from getting sick. Review the Maryland Department of Health's [frequently asked questions](#) about the COVID-19 vaccine.

## BALTIMORE COUNTY STATUS

The pediatric Pfizer-BioNTech vaccine and booster for children 5 to 11 is available at all of our Baltimore County COVID-19 vaccination clinics. The pediatric Pfizer-BioNTech booster is available for 5 to 11 years old 5 months after receiving the 2nd dose of the pediatric Pfizer vaccine.

Individuals 18 and older can get 1st and 2nd doses of Moderna as well as a Moderna booster five months after receiving the two-dose series. Individuals 12 and older can get 1st and 2nd doses of Pfizer, as well as a Pfizer booster five months after receiving the two-dose series.

Booster vaccines are available to all residents 5 and older at least five months after receiving Pfizer or Moderna or two months after receiving the J&J vaccine.

Walk-ins are welcome at all of our COVID-19 vaccination and COVID-19 testing clinics.

## IT'S EASY TO GET YOUR VACCINE

Baltimore County Department of Health will post a bi-weekly vaccine schedule on the [Coronavirus/vaccine website](#). Residents who are medically homebound and unable to travel to a vaccine clinic should contact the Health Department at [homebound@baltimorecountymd.gov](mailto:homebound@baltimorecountymd.gov) or call the County's COVID hotline at 410-887-3816 to schedule a vaccine.

In-Home Test Kits are free and available to residents at [Baltimore County Health Center Locations](#), and all [COVID-19 Testing and Vaccination Clinics](#). Home Test Kits are also available at [Baltimore County Public Libraries](#). For additional questions or information, call the Baltimore County Department of Health COVID Information line at 410-887-3816. See information on extended expiration dates for various home test kits [here](#).



## Free Vaccinations

The first and most important step to [protect yourself against flu viruses](#) is to get a flu vaccine. You can get a flu vaccine at the same time as a COVID-19 vaccine. [Find your flu vaccine](#). The injectable quadravalent vaccine will be available, which is not the high-dose vaccine recommended for people 65 and over. See your healthcare provider to obtain the high-dose vaccine.

In addition, many local pharmacies offer free flu shots in your community. Visit the [Centers for Disease Control and Prevention website](#) for the most up-to-date information on seasonal flu. If you are unable to attend a clinic, [find a location offering vaccinations near you](#).

### REMEMBER THE FLU FACTS

Residents are encouraged to remember the flu FACTS in order to prevent the spread of contagious viruses, including seasonal flu:

- Frequently wash your hands with soap and water.
- Always get an annual flu shot.
- Cover coughs and sneezes.
- Take time off if you have symptoms.
- Seek care if your symptoms get worse.



# Food Resources

See below for some food resources available in Baltimore County. Additional food resources are included in an attached list of food pantries.

## 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](mailto:SNAPbenefits@ccbcmd.edu).

## 2023 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 food market directory.

## Security Square Farmers Market at Macy's Security Mall

July 15th—October 28th from 9a.m.- 1p.m.





# Housing and Utilities Assistance

## Energy Assistance Programs

Maryland's Office of Home Energy Programs offers programs to help qualified residents with their utilities.

## 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—Financial Help with Gas and Electric Bill

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](mailto: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.

## Homeowner Resources

Homeowners facing hardship paying their mortgage may be eligible for assistance. The State of Maryland has two programs; check the [Maryland Homeowners Assistance Fund webpage](#) for eligibility and program requirements. **Starting August 15, 2023 applicants will be put on a waitlist to receive funds if available.**

## 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. Traducción al español en la parte posterior. 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](http://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](mailto: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 15<sup>th</sup> 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](mailto: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.



# Workers and Business Owners Assistance

## Workers Assistance

### **Baltimore County Career Centers**

Baltimore County residents seeking a new job, skills training, resume consultations at Hunt Valley and Liberty Center. Workers can schedule an appointment with a Career Consultant [online](#). Appointments are not required at Eastpoint Career Center. For Hunt Valley staff: Call [410-887-7940](tel:410-887-7940) and press “0” or email [huntvwdc@baltimorecountymd.gov](mailto:huntvwdc@baltimorecountymd.gov). For Liberty staff: Call [410-887-8912](tel:410-887-8912) and press “0” or email [lcwdrc@baltimorecountymd.gov](mailto:lcwdrc@baltimorecountymd.gov). The Eastpoint Career Center will remain open with no interruption to in-person services.

### **Job Board - Available Jobs Listed**

Looking for a new position, in need of a career change? Visit [baltimorecountymd.gov/jobboard](https://baltimorecountymd.gov/jobboard) for a list of job openings in Baltimore County and throughout the region. Includes link to the [State of Maryland’s Job Board](#).

### **Public Justice Center Guidebook**

The Center has a comprehensive guide to your rights for accessing paid sick leave, family medical leave, unemployment benefits, changes in employment status and more; visit [http://www.publicjustice.org/en/legal\\_help/workers-rights-and-covid-19/](http://www.publicjustice.org/en/legal_help/workers-rights-and-covid-19/).

## Business Owners Assistance

### **Baltimore County Help for Businesses**

Department of Economic Development and Workforce Development (DEWD) has compiled multiple resources available at the federal, state and local levels that is specific to your needs. Visit <https://www.baltimorecountymd.gov/departments/economic-development/business/index.html> for the available resources.

### **State of Maryland Commerce Resources**

Maryland’s Department of Commerce has a Business Express Website. Visit <https://businessexpress.maryland.gov> to assist owners to start, manage or grow a business.

### **Small Business Administration Support**

US Small Business Administration hosts webpages with a number of resources for business owners. Visit <https://www.sba.gov/business-guide> and view available funding resources.



# Consumer Resources

## File Your Taxes Online - Free!

Residents with total household income of \$60,000 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?

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](#).

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!](#)

## More Financial Resources

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/>.



## 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](mailto:esperanzainfo@cc-md.org).

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

### Bienvenido al registro de vacunación de Maryland

El Departamento de Salud de Maryland recomienda que todos los residentes de Maryland se vacunen contra la gripe y otras enfermedades.

Regístrese aquí para una cita en un departamento de salud local u otro socio comunitario.

Para obtener una copia del registro de vacunación oficial de su familia, [Visite Maryland MyIR](#).

### 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](mailto:infor@namibaltimore.org)

# INTERNET ACCESS & PUBLIC Wi-Fi

## Public Computer Access at Library Branches

PC and internet access are available on a first come, first served basis during normal hours of operation: Monday-Thursday from 9am-8pm, Friday and Saturday from 9am-5pm. <https://www.bcpl.info/services/public-computers-wifi.html>.

## Affordable Connectivity Program

An FCC benefit program that helps ensure affordable communications services for low-income consumers. It offers a discount on monthly broadband Internet service and a one-time discount to purchase a laptop, desktop computer or tablet. Visit [program](#) information and to apply.

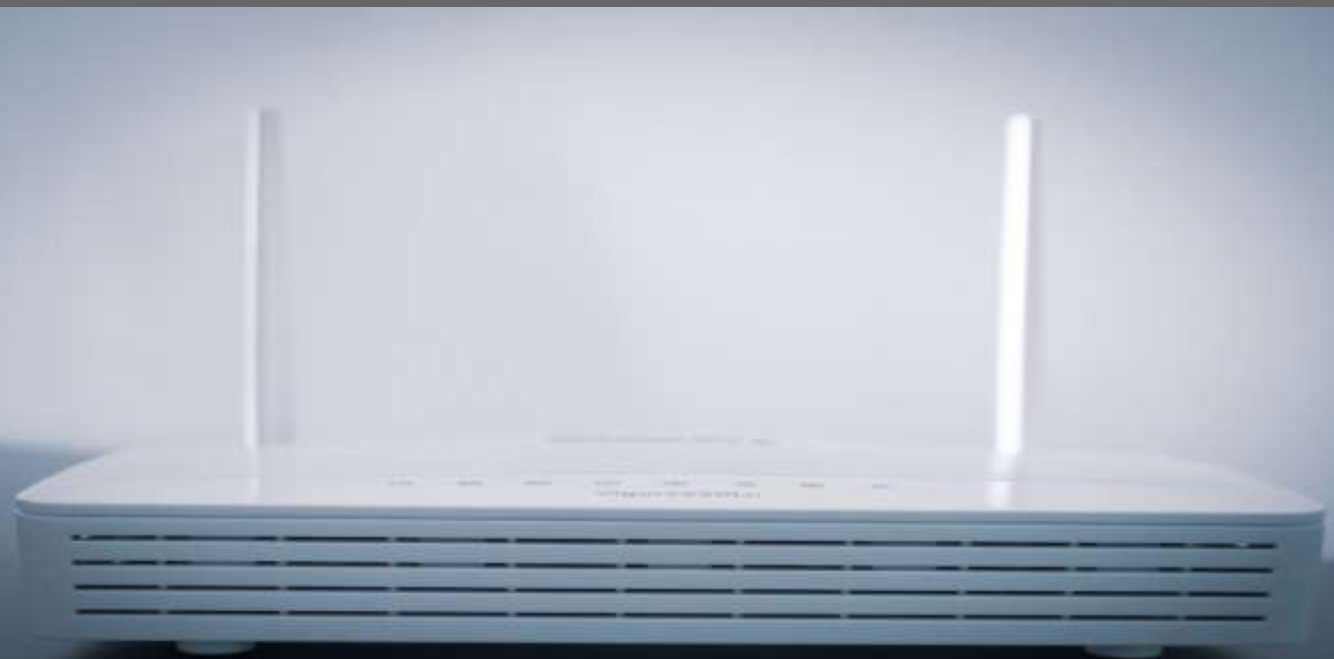
## Public Wi-Fi Locations Map

Residents can visit the [BaltCo Go-Online Map](#) to find the closest available free internet service throughout the County.

## Free Internet Service for Residences

The Emergency Broadband Benefit is a temporary FCC program to help households struggling to afford internet service during the pandemic. Eligible households will be able to enroll in the program to receive a monthly discount off the cost of broadband service from an approved provider. Eligible households can enroll through an approved provider or by visiting [GetEmergencyBroadband.org](https://www.getemergencybroadband.org).

To learn more about the program or to become a partner, visit [www.fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit).





## Resources for Seniors

**Food Assistance Resources:** Seniors experiencing food access email [aginginfo@baltimorecountymd.gov](mailto: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](mailto: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? Do you have questions during Open Enrollment? 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.

# General Community Information

## Website & Social Media Links

### **Maryland Department of Health:**

<https://health.maryland.gov/Pages/Home.aspx>

Twitter @MDHealthDept

### **Baltimore County Government:**

[www.baltimorecountymd.gov](http://www.baltimorecountymd.gov)

Twitter: @BaltCoGov

Baltimore County Executive Johnny Olszewski

Twitter: @BaltCoExec

### **Baltimore County Department of Health:**

[www.baltimorecountymd.gov/agencies/health](http://www.baltimorecountymd.gov/agencies/health)

### **Baltimore County Office of Emergency**

Management Twitter: @BaltoCoEmergency

### **Baltimore County Public Schools:**

[www.bcps.org](http://www.bcps.org)

Twitter: @BaltCoPs

### **Baltimore County Public Library:**

<https://bcpl.info/>

## County News and Department Links

### **The Loop—Towson’s Free Ride:**

Baltimore County’s first free circulator service. For route map and additional information

<https://www.baltcoloop.com>

### **Baltimore County Government News:**

<https://www.baltimorecountymd.gov/county-news>

### **Baltimore County Recreation and Parks:**

<https://www.baltimorecountymd.gov/departments/recreation/>

### **Baltimore County Public Works:**

<https://www.baltimorecountymd.gov/departments/publicworks/>

### **Baltimore County Housing and Community Development:**

<https://www.baltimorecountymd.gov/departments/housing/index.html>

### **Baltimore County & Baltimore City Community Resources**

<https://resources.baltimorecountymd.gov/Documents/Aging/BCDA%20Community%20Resources%202023.pdf>

