

COMMUNITY RESOURCE GUIDE

2-1-1 Maryland

What is 2-1-1 Maryland?

2-1-1 Maryland is a simple, **memorable phone number** for Maryland residents **to connect with essential resources** throughout the state. It is a free and confidential service that provides individuals simple access to health and human services agency phone numbers, websites and community resources.

English and Spanish-speaking resources are available 24/7/365. Translation is also available in 150+ languages.

How can 2-1-1 Maryland help me?

2-1-1 Maryland will connect you to health and human service resources in your community that can help with the following needs:

- Food
- Housing and shelter
- Emergency shelter
- Utility assistance
- Financial assistance
- Mental health
- Substance abuse
- Suicide and crisis intervention
- COVID-19 testing
- Healthcare
- Children and families (child care, parenting support, supplies and clothing and school readiness)
- Aging and disability
- Legal services
- Tax prep information
- Veterans
- Domestic violence
- Employment
- Transportation

How can I obtain help from 2-1-1 Maryland?

- Dialing **2-1-1** from any phone
- Texting your zip code to **898-211**
- [Web chat](#)
- [Searching the 211 Maryland database](#)
- Visiting <https://www.211md.org>

EMERGENCY AND UTILITY ASSISTANCE

<p>MONTGOMERY COUNTY HEALTH AND HUMAN SERVICES EMERGENCY ASSISTANCE PROGRAM</p>	<p>Emergency assistance is available to Montgomery County residents. The Temporary Cash Assistance (TCA) and Temporary Disability Assistance Program (TDAP) program provides benefits, cash assistance and employment resources to individuals with low income or disabilities.</p> <p>HOW TO APPLY</p> <ol style="list-style-type: none"> 1. Download the DHHS TCA orientation packet. For assistance or if you have questions completing the packet, call 301-740-7714. You can submit the packet three ways: 2. Send to EmploymentServices@MontgomeryCountyMD.gov; 3. Fax to 240-777-1342; or 4. Please use drop box to leave TCA orientation packets at 7300 Calhoun Drive, Suite 700, Rockville MD 20855 <p>FOR MORE INFORMATION</p> <ul style="list-style-type: none"> • Dial 3-1-1 • To learn more about eligibility requirements and to apply visit MyDHR. • For COVID-19 services changes and updates visit: https://www.montgomerycountymd.gov/HHS-Program/CYF/CYFPubA-TCA-TDAP-p346.html#Eligibility
<p>PRINCE GEORGE'S COUNTY HEALTH AND HUMAN SERVICES EMERGENCY ASSISTANCE PROGRAM</p>	<p>The Prince George's County Department of Social Services (DSS) is dedicated to helping low-income families and individuals living in Prince George's County move to income independence through the Temporary Cash Assistance (TCA) program.</p> <p>Temporary Cash Assistance (TCA) provides cash assistance to needy families with dependent children when available resources do not fully address the family's needs, and while preparing program participants for independence through work.</p> <p>Families with minor children can receive TCA for a total of 60 months (5 years) over a lifetime. Sanctions may be imposed for not complying with program requirements.</p> <p>Eligibility</p> <p>The program has a requirement for all work eligible applicants to seek employment and participate fully in work requirement activities from the day they apply for benefits. Additionally, all applicants must document cooperation with child support and compliance with substance abuse provisions.</p>

	<p>Interpretation Services Interpretation Services are available free of charge for limited English proficiency customers. Please contact one of the Local Offices for assistance.</p> <p>FOR MORE INFORMATION</p> <ul style="list-style-type: none"> • Dial 3-1-1 • To find out if you qualify for this program, you may apply online at My DHR or visit one of the Local Offices. • For COVID-19 services changes and updates visit: https://www.princegeorgescountymd.gov/1719/Temporary-Cash-Assistance-Program
<p>UTILITY ASSISTANCE:</p> <p>MARYLAND OFFICE OF HOME ENERGY PROGRAMS – ENERGY ASSISTANCE PROGRAMS</p>	<p>The Office of Home Energy Programs (OHEP) provides bill assistance to low-income households in the State of Maryland to make their energy costs more affordable and to help with the prevention of loss and the restoration of home energy service.</p> <p>Energy assistance will not reduce the amount of any other public assistance benefits you receive, such as TCA or Food Stamps. Nor will it reduce Social Security benefits.</p> <p>Energy Assistance is a year-round program and you can apply at any time during the year, but you can only receive benefits once each year and MUST reapply each fiscal year (July- June).</p> <p>MARYLAND ENERGY ASSISTANCE PROGRAM (MEAP) MEAP is an energy assistance program that helps OHEP income eligible households pay their heating bills, and at times, with their cooling bills. The program is available to households that heat with electricity, gas, oil, propane, wood, or other sources. Grant amounts vary depending on house-hold size, household income, and heating source.</p> <p>ELECTRIC UNIVERSAL SERVICE PROGRAM (EUSP) EUSP is a program that helps OHEP income eligible electricity customers pay their electricity bills. The program includes a Bill Payment Assistance grant and an Electric Arrearage Retirement Assistance (EARA) grant.</p> <ul style="list-style-type: none"> • The Bill Payment Assistance grant is for current bills and is spread out evenly over a 12-month period. Bill Payment Assistance requires customers to enroll in Budget Billing. • The EARA grant is used for past due bills and can be up to \$2,000 once every seven years.

	<p>Customers may apply for energy assistance benefits through any one of the following methods:</p> <ol style="list-style-type: none"> 1) ONLINE: You can apply online by visiting: https://mydhrbenefits.dhr.state.md.us 2) DROP BOXES: Many Energy Assistance offices, particularly in Montgomery County and Prince George's County where the virus has hit the hardest, have secure drop boxes available to receive your application and documents. First, download and print the Application for Energy Assistance. You can also request a paper application by calling 1-800-332-6347. 3) MAIL-IN APPLICATIONS: To apply by mail, you can request an application be mailed to you, or print a copy of the application and mail it, along with all of your documents to your local Energy Assistance office. To see a full list of locations please visit: https://dhs.maryland.gov/office-of-home-energy-programs/local-home-energy-program-office/ 4) TELEPHONE: Energy Assistance offices can accept applications over the phone. Please call 1-800-332-6347 for more information. 5) IN-PERSON: Since many OHEP offices also process applications for other social services programs (Food Stamps, TCA, etc.), it may take a while to get an in-person appointment. However, due to local COVID-19 restrictions, some offices are not offering appointments. Call your local office to see if they are scheduling appointments.
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HEATING ASSISTANCE	<p>Founded by Washington Gas, The Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for <u>all types of fuel</u> to heat families' homes during the winter season. WAFF is administered by The Salvation Army.</p> <p>https://www.washingtonareafuelfund.org The Salvation Army – Prince George's County: 301-277-6103 The Salvation Army – Montgomery County: 301- 515-5354</p>
CATHOLIC CHARITIES - EMERGENCY ASSISTANCE	<p>Catholic Charities assists individuals and families in need, especially those who are most vulnerable. Services are open to everyone and include:</p> <ul style="list-style-type: none"> • Emergency Help • Food Support

	<ul style="list-style-type: none"> • Housing and Shelter Programs • Healthcare Programs • Immigration and Refugee Services • Utility Assistance (Montgomery County) <p>FOR MORE INFORMATION</p> <p>Please visit the Get Help section to gain access to all programs and learn in-depth about individual missions.</p> <ul style="list-style-type: none"> • Montgomery County: Catholic Charities Center, 301-942-1790 • Prince George's County: Susan Denison Mona Center, Temple Hills, 301- 615-0940 Magnolia Center at Doctors Community Hospital, 301-731-4703
UNITED COMMUNITIES AGAINST POVERTY (UCAP) EMERGENCY ASSISTANCE	<p>United Communities Against Poverty (UCAP) provides low-income families living in permanent housing links to supportive services in the community.</p> <p>http://ucappgc.org 301-322-5700</p>
LAUREL ADVOCACY AND REFERRAL SERVICES – EMERGENCY ASSISTANCE	<p>Laurel Advocacy and Referral Services (LARS) has an Emergency Services Program that provides low-income families and individuals residing in the Greater Laurel area (zip codes 20707, 20708, 20723 and 20724) with assistance to help with utility bills and other needs.</p> <p>http://laureladvocacy.org 301-776-0442</p>
INTERFAITH WORKS CONNECTIONS – MONTGOMERY COUNTY	<p>Interfaith Works Connections links low-income residents of Montgomery County to the resources they need. The Resource Coordinators, who are bilingual in English and Spanish, meet with those in need of assistance at the Interfaith Works Clothing Center to conduct a comprehensive needs assessment, gather information to make referrals to appropriate partner providers, and educate clients about available assistance.</p> <p>Referrals are made to many types of services, including food, vocational services, English/literacy classes, furniture, and behavioral health.</p> <p>Interfaith Works Connections also works with neighbors in financial crisis to provide a safety net and prevent evictions and utility cutoffs subject to funding availability.</p>

	<p>The IW Connections Resource Coordinators meet with clients by appointment only at the Interfaith Works Clothing Center at 751 Twinbrook Parkway, Rockville.</p> <p>Call directly for assistance: 240-641-6307.</p>
HOUSING RESOURCES	
MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD) ASSISTED HOUSING RELIEF PROGRAM	<p>The Assisted Housing Relief Program is CLOSED.</p> <p>If you are in need of rental assistance you can contact dhcd.rental_services@maryland.gov for more resources or reach out to your local government.</p>
PRINCE GEORGE'S COUNTY EMERGENCY RENTAL ASSISTANCE PROGRAM	<p>The Prince George's County Department of Housing and Community Development (DHCD) will offer relief to landlords on behalf of renters and tenants experiencing financial difficulties due to the COVID-19 pandemic through its 3rd round of funding for the Emergency Rental Assistance Program (ERAP).</p> <p>WHO CAN APPLY? Owners, landlords or property managers holding a valid rental license with occupied rental units. Tenants may apply directly only if their landlord will not apply for funding on their behalf or if the tenant is only applying for utility assistance.</p> <p>WHAT CAN ERAP COVER? Landlords may apply for each tenant's <i>delinquent</i> rental payments beginning on or after April 1, 2020. The monthly amount of assistance is based on the actual rent value less all late fees, interest, and other costs associated with the tenant's default. DHCD will provide funding for rent only, up to 12 months. If the tenant applies directly for funding because their landlord will not apply on their behalf, eligible tenants can receive up to 6 months of rental assistance <i>and/or</i> utility payments.</p> <p>There will be two different online portals for landlords and tenants to upload their application and supporting documentation. It is strongly advised that all applicants review the Instructions and Frequently Asked Questions (FAQs) prior to submitting the application.</p>

	<p>NEED ASSISTANCE WITH THE APPLICATION?</p> <p>The Prince George's County Department of Housing and Community Development has partnered with several community non-profit organizations to assist county landlords and tenants with completing the application and uploading it into the proper on-line portal.</p> <p>Landlords - please submit questions to: ERAPLandlord@co.pg.md.us Tenants – please submit questions to: ERAPTenant@co.pg.md.us</p> <p>For more information, please visit: https://www.princegeorgescountymd.gov/3703/Emergency-Rental-Assistance-Program</p>
FINANCIAL RESOURCES	
<p>STATE OF MARYLAND HOMEOWNER'S TAX CREDIT PROGRAM</p>	<p>The State of Maryland has the Homeowners' Tax Credit Program in place, which allows credits against the homeowner's property tax bill if the property taxes <u>exceed</u> a fixed percentage of the person's gross income. In other words, it sets a limit on the amount of property taxes any homeowner must pay based upon his or her income.</p> <p>Before your eligibility according to income can be considered, you must meet four basic requirements:</p> <ul style="list-style-type: none"> • You must own or have a legal interest in the property. • The dwelling on which you are seeking the tax credit must be your principal residence where you live at least six months of the year, including July 1, unless you are a recent home purchaser or unless you are unable to do so because of your health or need of special care. • Your net worth, not including the value of the property on which you are seeking the credit or any qualified retirement savings or Individual Retirement Accounts, must be less than \$200,000. • Your combined gross household income cannot exceed \$60,000. <p>Homeowners' and Renters' tax credit applications can be filed online through http://www.taxcredits.sdat.maryland.gov</p> <p>SDAT's Tax Credits office located at State Center in Baltimore will be closed to the public until further notice. The Department strongly encourages online filing when possible, since applications filed online will be processed significantly faster than those filed by mail. Applications will be reviewed 60-90 days after they are submitted.</p>
<p>STATE OF MARYLAND'S RENTERS' TAX CREDIT PROGRAM</p>	<p>The Renters' Tax Credit Program provides property tax credits for renters who meet certain requirements. The plan was modeled after and designed to be similar in principle to the Homeowners' Tax Credit Program. The concept rests</p>

	<p>on the reasoning that renters indirectly pay property taxes as part of their rent and thus should have some protection, as do homeowners.</p> <p>For more information or if you have questions regarding the Renters' Tax Credit, please contact the Department's Renters' Tax Credit Program at: sdattax@maryland.gov or 410-767-5915.</p> <p>Homeowners' and Renters' tax credit applications can be filed online through http://www.taxcredits.sdat.maryland.gov.</p> <p>SDAT's Tax Credits office located at State Center in Baltimore will be closed to the public until further notice. The Department strongly encourages online filing when possible, since applications filed online will be processed significantly faster than those filed by mail. Applications will be reviewed 60-90 days after they are submitted.</p>
EMPLOYMENT AND WORKFORCE PROGRAMS & RESOURCES	
MARYLAND DEPARTMENT OF LABOR EMPLOYMENT RECRUITMENTS DUE TO COVID-19	<p>The Maryland Department of Labor is hosting recruitments, job fair events and other employment services. For more information, visit the Maryland Workforce Exchange.</p> <p>To locate the Maryland American Job Center near you, visit the Maryland Department of Labor website: https://www.dllr.state.md.us/county/</p> <p>As details may change, please confirm event specifics by calling and/or checking online prior to attending any recruitments or job fair events.</p>
WORKSOURCE MONTGOMERY	<p>WorkSource Montgomery is dedicated to connecting County residents with growing industries in the area and helps to meet the needs of the underemployed and unemployed.</p> <p>For assistance in finding your next career opportunity or education and training, please contact the Wheaton WorkSource Montgomery center at 301-929-6880 or the Germantown center at: 240-406-5485.</p> <p>Due to the ongoing public health crisis, all American Job Centers and H.I.R.E. locations in Montgomery County are closed until further notice. All events and workshops are being held virtually.</p> <p>For more information and a calendar of events, visit WorkSource Montgomery's website: https://worksourcemontgomery.com/calendar/</p>

<p>EMPLOY PRINCE GEORGE'S COVID-19 WORKFORCE DEVELOPMENT PROGRAM</p>	<p>Employ Prince George's (EPG) is currently providing Prince George's County Residents whose employment has been affected by COVID-19 the opportunity to take advantage of career planning services, free skills training, and job placement and job assistance, through EPG's COVID-19 Workforce Development Recovery Program.</p> <p>For more information or for questions regarding the COVID-19 Workforce Development Recovery Program, please visit: https://www.employpg.org/covid-19-workforce-development-recovery-program/ or contact Employ Prince George's via email at: WSD@co.pg.md.us.</p>
<p>MARYLAND UNEMPLOYMENT INSURANCE</p>	<p>The Unemployment Insurance (UI) program pays benefits to workers who have lost their job through no fault of their own and meet the program's eligibility requirements.</p> <p>If you have become unemployed, you may file a claim via the Internet or by telephone by using one of the telephone numbers listed on the Unemployment Insurance home page under Claim Center Telephone Numbers.</p> <p>For information in Spanish visit: http://www.labor.maryland.gov/spanish/desempleo.shtml</p> <p>CARES Act Unemployment Insurance Programs</p> <p>The Federal Coronavirus Aid, Relief, and Economic Security (CARES) Act went into effect on March 27, 2020 and created three temporary Unemployment Insurance (UI) programs. While the Federal Pandemic Unemployment Compensation (FPUC) program ended on July 25, 2020 the remaining two programs, including the Pandemic Unemployment Assistance (PUA) program and Pandemic Unemployment Emergency Compensation (PEUC) program, are still in effect.</p> <p>The PUA program extension is available from the week ending January 2, 2021, through week ending April 10, 2021. No new PUA claims may be filed after March 13, 2021</p> <p>Claimant Information: Live Agent - 667-207-6520 IVR Number – 410-949-0022 For Hearing Impaired Only: Maryland Relay dial 711 e-mail: UI.Inquiry@maryland.gov</p>

