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 ASSISTANCE	
MONTGOMERY COUNTY HEALTH AND HUMAN SERVICES EMERGENCY ASSISTANCE PROGRAM	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. **HOW TO APPLY** 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 **FORE MORE INFORMATION** • 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
PRINCE GEORGE'S COUNTY HEALTH AND HUMAN SERVICES EMERGENCY ASSISTANCE PROGRAM	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. 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. 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. **Eligibility** 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.

Interpretation Services
Interpretation Services are available free of charge for limited English proficiency customers. Please contact one of the Local Offices for assistance.

FOR MORE INFORMATION
- 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

HEATING ASSISTANCE	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 all types of fuel to heat families' homes during the winter season. WAFF is administered by The Salvation Army. https://www.washingtonareafuelfund.org The Salvation Army – Prince George's County: 301-277-6103 The Salvation Army – Montgomery County: 301- 515-5354
UNITED COMMUNITIES AGAINST POVERTY (UCAP) EMERGENCY ASSISTANCE	United Communities Against Poverty (UCAP) provides low–income families living in permanent housing links to supportive services in the community. http://ucappgc.org 301-322-5700
LAUREL ADVOCACY AND REFERRAL SERVICES – EMERGENCY ASSISTANCE	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. http://laureladvocacy.org 301-776-0442

INTERFAITH WORKS CONNECTIONS – MONTGOMERY COUNTY	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. Referrals are made to **many types of services**, including food, vocational services, English/literacy classes, furniture, and behavioral health. 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. The IW Connections Resource Coordinators meet with clients **by appointment only** at the Interfaith Works Clothing Center at 751 Twinbrook Parkway, Rockville. Call directly for assistance: 240-641-6307.
HOUSING RESOURCES	
MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD) ASSISTED HOUSING RELIEF PROGRAM	The Assisted Housing Relief Program is an eviction prevention program intended to help bring rental delinquencies current and provide relief for tenants through direct payments to their eligible property management company. Tenants in eligible properties will be credited rent rebates paid directly to the property management company, which will eliminate their rental debt and the threat of eviction. The program serves rental units in multifamily projects financed by DHCD's Community Development Administration using state funds or federal resources, such as the Low-Income Housing Tax Credit program where the unit rent is controlled. **Eligible Applicants for Assisted Housing Relief Program:** • Eligible applicants will be tenants who can certify that the cause of their rent delinquency is COVID-19 related. • Applications will be collected and consolidated by property managers and submitted to DHCD. • **Timeline**: Applications will be accepted from **December 2, 2020 - December 18, 2020** from eligible property managers.

	• A property look-up website is available here. All eligible properties can submit one application per property. • For more information, visit: https://dhcd.maryland.gov/Pages/AHRP-NOFA.aspx.
PRINCE GEORGE'S COUNTY EMERGENCY RENTAL ASSISTANCE PROGRAM – COVID-19	A program administered by the Prince George's County Department of Social Services (DSS) provides eligible County residents who are facing a financial hardship due to COVID-19, assistance with rent, utilities and other emergency needs. Individuals or families in need of financial help can contact the agency via email to request an application: emergency.assistancecsd@maryland.gov. Owners with tenant-occupied properties whose tenants are behind on rental payments should encourage tenants to apply for assistance.
EMERGENCY RENTAL ASSISTANCE PROGRAM FOR CITY OF BOWIE RESIDENTS	The City of Bowie COVID-19 Emergency Rent Assistance Program provides short-term rental assistance to eligible households who have lost income due to the COVID-19 pandemic and caused them to fall behind on their rent. You **MUST** be a resident of the City of Bowie to apply. While funds are available, the program will provide one month's rent to eligible households to cover the cost for back rent (arrears). All City of Bowie residents who think they may be eligible are encouraged to apply. There are **two** ways to submit the application and supporting documents: 1) **Online:** https://hiphomes.org/bowieera-apply/ 2) **In Person:** Obtain a hard copy application and instructions • Pick up at the following location: City of Bowie, 15901 Excalibur Road, Bowie, MD 20716 • You can also download an application by clicking here: Hard copy Application and Instructions • **The deadline to apply is December 16, 2020**
ZION CHURCH – PRINCE GEORGE'S COUNTY	Zion Church is one of several faith and community-based organizations that has partnered with Prince George's County to disburse additional funds from the CARES Act to provide financial relief to residents who have been impacted by COVID-19.

	Any Prince George's County resident who is behind on their mortgage or rental payments due to COVID-19, should send an email to zionacts@zionchurch.org, to apply for assistance. **The deadline to apply is December 18, 2020.**

FINANCIAL RESOURCES

STATE OF MARYLAND HOMEOWNER'S TAX CREDIT PROGRAM	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. Before your eligibility according to income can be considered, you **must** meet four basic requirements: • 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. Homeowners' and Renters' tax credit applications can be filed online through http://www.taxcredits.sdat.maryland.gov **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.
STATE OF MARYLAND'S RENTERS' TAX CREDIT PROGRAM	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 on the reasoning that renters indirectly pay property taxes as part of their rent and thus should have some protection, as do homeowners. For more information or if you have questions regarding the Renters' Tax Credit, please contact the Department's Renters' Tax Credit Program at: sdat.renters@maryland.gov or 410-767-5915.

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	Homeowners' and Renters' tax credit applications can be filed online through http://www.taxcredits.sdat.maryland.gov. **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.
EMPLOYMENT AND WORKFORCE PROGRAMS & RESOURCES	
MARYLAND DEPARTMENT OF LABOR EMPLOYMENT RECRUITMENTS DUE TO COVID-19	The Maryland Department of Labor is hosting recruitments, job fair events and other employment services. For more information, visit the Maryland Workforce Exchange. To locate the Maryland American Job Center near you, visit the Maryland Department of Labor website: https://www.dllr.state.md.us/county/ As details may change, please confirm event specifics by calling and/or checking online prior to attending any recruitments or job fair events.
WORKSOURCE MONTGOMERY	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. 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. **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.** For more information and a calendar of events, visit WorkSource Montgomery's website: https://worksourcemontgomery.com/calendar/

EMPLOY PRINCE GEORGE'S COVID-19 WORKFORCE DEVELOPMENT RECOVERY PROGRAM	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. For more information or for questions regarding the COVID-19 Workforce Development Recovery Program, please visit: https://www.employpg.org or contact Employ Prince George's at WSD@co.pg.md.us.
MARYLAND UNEMPLOYMENT INSURANCE	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. 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. For information in Spanish visit: http://www.labor.maryland.gov/spanish/desempleo.shtml **CARES Act Unemployment Insurance Programs** 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. **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