

Montgomery County
EMERGENCY FINANCIAL ASSISTANCE

Resource Listing

June 2020

A guide for use by Montgomery County residents who need cash assistance to avoid loss of housing, utilities or other emergency situations. Locate Resource Listings at infoMONTGOMERY.org

Emergency Financial Assistance Process

When a low-income Montgomery County resident faces an emergency financial situation (e.g. eviction, foreclosure, utility disconnection, etc.), generally the customer or applicant should first seek public emergency assistance from the Montgomery County Department of Health and Human Services (MCDHHS) or from the Housing Opportunities Commission (if they are an HOC household, including Public Housing, Housing Choice Voucher, Tax Credit or State Rental Partnership). These public agencies have broad interpreter services available. The applicant also has the option to seek assistance directly (i.e. without a written referral) from other community-based organizations who service their specific ZIP code.

Many agencies require the applicant for financial assistance to have a written eviction, foreclosure, or utility disconnect notice as proof of the emergency. However, other agencies and programs will provide help to low income households before they reach this critical stage in an effort to avoid the crisis before it happens; these agencies are listed in the column headed as “Delinquency Notice Not Required.”

Step 1: Applicant calls HHS Emergency Services (HOC residents call HOC) as the primary point of entry to seek assistance. If the applicant does not approach HHS or HOC for some reason (e.g. they do not have a delinquency notice or HHS has helped them previously), they can still call the other agencies below and ask for assistance.

Step 2: If the agency contacted in Step 1 cannot fully satisfy the need, applicant can ask for a written referral to another agency or congregation and can follow up with that organization.

APPLICANT



AGENCIES THAT DO NOT REQUIRE REFERRALS

Delinquency Notice Required

- MCDHHS Emergency Services
- HOC
- Bethesda Cares (selected Bethesda ZIP codes)
- Bethesda HELP
- MUM
- MUSST
- The Salvation Army (WSSC program)
- UMAN

Delinquency Notice Not Required

- MCDHHS Home Energy Programs
- Catholic Charities
- Damascus HELP
- Faith Connections
- Interfaith Works
- Islamic American Zakat Foundation, Inc.
- Mother Seton Catholic Church
- Olney Help
- Rockville Help
- St. Patrick’s Social Concerns
- St. Paul Catholic Church
- St. Raphael Catholic Church
- WUMCO

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Organization / Phone	Service Area Covered	Hours	Requires eviction, foreclosure, or utility disconnect notice	Rent	Mortgage	Utilities	Prescriptions	Other Needs
MCDHHS Emergency Services PRIMARY POINT OF ENTRY FOR NON- HOC RESIDENTS Web: montgomerycountymd.gov/HHS/	NOTE: HSS has a “no wrong door policy.” The zip codes below are recommended, but anyone can go into any office to receive support.	M-F: 8:30–5 T: 5-7 pm by appt. only	X	X	X	X		X
<ul style="list-style-type: none"> • Germantown Regional Office Phone: 240-777-4448 12900 Middlebrook Rd., Second Floor Germantown, MD 20874 	20837, 20838, 20839, 20841, 20842, 20855, 20871, 20872, 20874, 20875, 20876, 20877, 20878, 20879, 20880, 20882, 20883, 20884, 20885, 20886, 20898, 20899, 20997, 21771, 21797							
<ul style="list-style-type: none"> • Rockville Regional Office Phone: 240-777-4550 1301 Piccard Dr., Second Floor Rockville, MD 20850 	20810, 20811, 20812, 20813, 20814, 20815, 20816, 20817, 20818, 20824, 20825, 20827, 20830, 20832, 20833, 20847, 20848, 20849, 20850, 20851, 20852, 20853, 20854, 20856, 20857, 20858, 20859, 20860, 20861, 20862, 20889, 20891, 20892, 20894, 20895, 20896, 20897, 20902, 20906							
<ul style="list-style-type: none"> • Silver Spring Regional Office Phone: 240-777-3075 8818 Georgia Ave. Silver Spring, MD 20910 	20707, 20777, 20783, 20866, 20868, 20901, 20903, 20904, 20905, 20907, 20908, 20910, 20911, 20912, 20914, 20915, 20916, 20918, 20993							
Housing Opportunities Commission (HOC) Housing Stabilization Program PRIMARY POINT OF ENTRY FOR HOC RESIDENTS Web: hocmc.org/extra/46-housing-stabilization-program-emergency-services			X	X		X		X
<ul style="list-style-type: none"> • HOC Silver Spring Customer Service Center Phone: 240-627-9694 880 Bonifant Street Silver Spring, MD 20910 	20812, 20813, 20814, 20815, 20816, 20817, 20818, 20824, 20827, 20830, 20832, 20833, 20848, 20849, 20850, 20851, 20852, 20853, 20854, 20856, 20857, 20858, 20859, 20860, 20861, 20862, 20889, 20895, 20896, 20902, 20906	M-F: Appt: 9-12						
<ul style="list-style-type: none"> • HOC at Silver Spring DHHS Phone: 240-777-3075 8818 Georgia Avenue Silver Spring, MD 20910 	20873, 20866, 20868, 20901, 20903, 20904, 20905, 20907, 20910, 20911, 20912, 20914, 20915, 20916, 20918	M-F: Appt: 9-12 Walk in 2-3						
<ul style="list-style-type: none"> • HOC Gaithersburg Customer Service Center Phone: 240-627-9614 101 Lake Forest Blvd, 2nd Floor Gaithersburg, MD 20877 	20777, 20837, 20838, 20839, 20841, 20842, 20855, 20871, 20872, 20874, 20875, 20876, 20877, 20878, 20879, 20880, 20882, 20884, 20885, 20886, 21711	M-F: Appt. only 9-1						

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<p style="text-align: center;">MCDHHS</p> <p>Office of Home Energy Programs</p> <ul style="list-style-type: none"> • Electrical Arrearage Program • Electric Universal Service Program (EUSP) • Maryland Energy Assistance Program (MEAP) • Gas Arrearage Program <p>Phone: 240-777-4450 Web: montgomerycountymd.gov/ohep 1301 Piccard Dr., Fourth Floor Rockville, MD 20850</p>	Countywide	M-F: 8:30-5				X		
<p>Bethesda Cares</p> <p>Phone: 301-907-9244 Web: BethesdaCares.org 7728 Woodmont Ave., Bethesda, MD 20814</p>	20812, 20814, 20815, 20816, 20817, 20818	M-F: 9-12:30 2-4	X	X	X	X		X
<p>Bethesda Help</p> <p>Phone: 301-365-2022 Email: info@bethesdahelp.org Web: BethesdaHelp.org P.O. Box 34094 Bethesda, MD 20827</p>	20812, 20814, 20815, 20816, 20817, 20818, 20852 (partial), 20854 (partial), 20895, 20896, 20902 (partial), 20906 (partial), and 20910 (partial) See Web site for details.	M-F: 9-4	X	X		X	X	X
<p>Catholic Charities</p> <p>Phone: 301-942-1790 Web: catholiccharitiesdc.org/CatholicCharitiesCenter 12247 Georgia Ave., Silver Spring, MD 20902</p>	Countywide	M-F: 9-5 No clients after 4 p.m. without an appt.		X	X	X		X
<p>Damascus HELP</p> <p>Phone: 301-253-4100 Web: damascushelp.org P.O. Box 126 Damascus, MD 20872</p>	20841 (partial), 20871, 20872, 20876 (partial), 20882 (partial) See Web site for details.	M-S: 9-5		X	X	X	X	X
<p>Faith Connections</p> <p>Phone: 301-482-0522 Web: Faith-Connections.org P.O. Box 28, Damascus, MD 20872</p>	20871, 20872, 20882, 21771	24-hour answering machine		X	X	X		X

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Interfaith Works (IW) • Connections Program Phone: 240-641-6307 240-641-6308 Web: iworksmc.org/iw-connections/ 751 Twinbrook Parkway Rockville, MD 20850	Countywide	M-F: 8:30 - 4:30		X	X	X		
Islamic American Zakat Foundation Phone: 301-907-0997 Web: iazf.org 4641 Montgomery Ave. Lower Level, Ste 30 Bethesda, MD 20814 Mailing address: 4323 Rosedale Ave. Bethesda, MD 20814	Countywide	T-Th: 10:30 - 3:30 S: 9:30-1		X	X	X	X	X
Midcounty United Ministries (MUM) Phone: 301-929-8675 Web: mumhelp.org 11002 Veirs Mill Rd., Suite 710 Silver Spring, MD 20902	20853, 20895, 20896, 20902, 20906	T, W, Th: 9-4 S: 9-11:30	X	X	X	X	X	X
Ministries United Silver Spring/Takoma Park (MUSST) Phone: 301-495-4699 8818 Georgia Ave., Room 216 Silver Spring, MD 20910	Montgomery County only 20783, 20901, 20910, 20912	Mon: 12-4 T, W, Th: 10-2 F: 2-6	X	X	X	X	X	
Mother Seton Catholic Church Phone: 301-944-0451 Web: mothersetonparish.org/ministries/social-concerns 19951 Father Hurley Blvd Germantown, MD 20874	Germantown- 20874	24-hour answering machine		X	X	X	X	X
Olney Help Phone: 301-774-4334 Email: help@olneyhelp.org Web: OlneyHelp.org P.O. Box 430, Olney, MD 20830	20832, 20833, 20855 (partial), 20860, 20861, 20862, and 20882 (partial) See Web site for details.	24-hour answering machine		X		X	X	

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Rockville Help Phone: 301-564-0800 Web: RockvilleHelp.org P.O. Box 1624, Rockville, MD 20849	20850 (partial), 20851, 20852 (partial), 20853 (partial), 20854 (partial), and 20855 (partial) See Web site for details.	24-hour answering machine		X	X	X	X	X
St. Patrick's Social Concerns Phone: 301-804-2820 Web: spatricksmd.org/socialconcerns 4101 Norbeck Road, Rockville, MD 20853	20853 (partial), 20906 (partial)	By appt. only		X	X	X	X	
St. Paul Catholic Church Phone: 301- 744-0384 Web: StPaulDamascus.org 9240 Damascus Road Damascus, MD 20872	Damascus- 20872, 20882 (partial)	By appt. only 24-hour answering machine		X	X	X	X	X
St. Raphael Catholic Church Phone: 240-447-7027 Web: www.straphaels.org 1513 Dunster Road, Rockville, MD 20854	20850, 20854	24-hour answering machine. (Return call in three days)		X	X	X	X	X
The Salvation Army <ul style="list-style-type: none"> • Washington Suburban Sanitary Commission (WSSC) Emergency Assistance Program Phone: 301-515-5354 Web: salvationarmynca.org 20021 Aircraft Dr., Germantown, MD 20874	Countywide	By appt. only M-F: 9-5	X			X		
Upper Montgomery Assistance Network Inc. (UMAN) Phone: 301-926-4422 Web: uman-mc.org P.O. Box 416, Gaithersburg, MD 20877	20855, 20874, 20876, 20877, 20878, 20879, 20880, 20882, 20886	M-Th:10-2	X	X	X	X		X
Western Upper Montgomery County Help Inc. (WUMCO) Phone: 301-972-8481 Web: wumcohelp.org P.O. Box 247, Poolesville, MD 20837	20837, 20838, 20839, 20841, 20842	M-F: 9-5 24-hour answering machine		X	X	X	X	X

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EMERGENCY FINANCIAL ASSISTANCE FOR RENT, MORTGAGE & UTILITIES AGENCIES BY ZIP CODE

Any Montgomery County ZIP code not listed in this table is covered by the countywide agencies

ZIP CODE	NO REFERRAL REQUIRED	
	No formal notice of delinquency required	Requires written notice of eviction, foreclosure, or utility disconnect
Countywide (All ZIP Codes)	HHS (Home Energy), Catholic Charities, Interfaith Works, Islamic American Zakat Foundation	HHS (Emergency Services), HOC, Salvation Army (WSSC Program)
20783		MUSST
20812		Bethesda Cares, Bethesda HELP
20814		Bethesda Cares, Bethesda HELP
20815		Bethesda Cares, Bethesda HELP
20816		Bethesda Cares, Bethesda HELP
20817		Bethesda Cares, Bethesda HELP
20818		Bethesda Cares, Bethesda HELP
20832	Olney HELP	
20833	Olney HELP	
20837	WUMCO	
20838	WUMCO	
20839	WUMCO	
20841	Damascus HELP (part), WUMCO	
20842	WUMCO	
20850	Rockville HELP (part), St. Raphael	
20851	Rockville HELP	
20852	Rockville HELP (part)	Bethesda HELP (part),
20853	Rockville HELP (part), St Patrick (part)	MUM
20854	Rockville HELP (part), St. Raphael	Bethesda HELP (part)
20855	Olney HELP (part), Rockville HELP (part)	UMAN
20860	Olney HELP	
20861	Olney HELP	
20862	Olney HELP	
20871	Damascus HELP, Faith Connections	
20872	Damascus HELP, Faith Connections, St. Paul	
20874	Mother Seton	UMAN
20876	Damascus HELP (part),	UMAN
20877		UMAN
20878		UMAN
20879		UMAN
20880		UMAN
20882	Damascus HELP (part), Faith Connections, Olney HELP (part), St. Paul (part)	UMAN
20886		UMAN
20895		Bethesda HELP, MUM
20896		Bethesda HELP, MUM
20901		MUSST
20902		Bethesda HELP (part), MUM
20906	St Patrick (part)	Bethesda HELP (part), MUM
20910		Bethesda HELP (part), MUSST
20912		MUSST
21771	Faith Connections	