

Montgomery County

**EMERGENCY  
FINANCIAL  
ASSISTANCE  
DeskGuide**



**A guide for use by Service Provider Organizations  
who serve low-income customers in Montgomery  
County**

*Prepared by Interfaith Works,  
In partnership with the Department of Health and Human Services*

**FINAL DRAFT 2023 FINAL DRAFT**

# Emergency Financial Assistance Process

In Montgomery County, many public and community service agencies require applicants for financial assistance to have a written eviction, foreclosure, or utility disconnect notice as proof of the emergency. These public agencies have broad interpreter services available to communicate with residents during office hours in-person and electronically. An applicant also has the option to seek assistance directly (i.e., without a written referral) from other community-based organizations providing the desired type of assistance that serve the entire county or specific ZIP codes. These agencies are listed in the column headed as “Delinquency Notice Not Required.”

**Primary point of entry**

Step 1: Montgomery County residents seeking financial assistance should start the process by contacting the county’s primary emergency assistance offices: Montgomery County Department of Health and Human Services (MCDHHS) or the Housing Opportunities Commission (if they are an HOC household, including Public Housing, Housing Choice Voucher, Tax Credit or State Rental Partnership). 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 recently), the applicant can ask for a written referral to another agency and can then follow up with that organization.

Step 2: An applicant also has the option to seek assistance directly (i.e., without a written referral) from other community-based organizations. These agencies are listed in the column headed as “Delinquency Notice Not Required.” Applicants should contact the agencies providing the desired type of assistance in their location.

## APPLICANT

<b>AGENCIES THAT DO NOT REQUIRE REFERRALS</b>	
<b>Delinquency Notice Required</b>	<b>Delinquency Notice Not Required</b>
<ul style="list-style-type: none"> <li>● MCDHHS Emergency Services</li> <li>● HOC</li> <li>● Bethesda Cares (selected Bethesda ZIP codes)</li> <li>● Bethesda HELP</li> <li>● MUM</li> <li>● MUSST</li> <li>● The Salvation Army (WSSC program)</li> <li>● UMAN</li> <li>● City of Gaithersburg Community Services</li> </ul>	<ul style="list-style-type: none"> <li>● MCDHHS Home Energy Programs</li> <li>● Catholic Charities</li> <li>● Damascus HELP</li> <li>● Faith Connections</li> <li>● Interfaith Works</li> <li>● Islamic American Zakat Foundation, Inc</li> <li>● Mother Seton Catholic Church</li> <li>● Olney Help</li> <li>● Rockville Help</li> <li>● St. Patrick’s Social Concerns</li> <li>● St. Paul Catholic Church</li> <li>● St. Raphael Catholic Church</li> <li>● WUMCO</li> </ul>

## **AGENCIES THAT REQUIRE WRITTEN REFERRALS**

### **Delinquency Notice Required**

- Bethesda Cares (all non-Bethesda ZIP codes)
- City of Rockville
- Community Reach of Montgomery County
- EMEAN
- The Salvation Army (FEMA & WAFF programs)

### **Delinquency Notice Not Required**

- Our Lady of Mercy Catholic Church
- St. Elizabeth Catholic Church

# Emergency Financial Assistance

## AGENCIES THAT DO NOT REQUIRE REFERRALS

### Primary Intake Agencies

Organization/Phone/ Web	Address	Service Area Covered	Hours	Foreign Languages	Notes:
<p><b>MCDHHS</b> <b>Emergency Services</b></p> <p><b>PRIMARY POINT OF ENTRY FOR NON-HOC RESIDENTS.</b></p> <p>Web: montgomerycountymd.gov/HHS/</p> <p>• Germantown Regional Office</p> <p>Phone: 240-777-1003 Fax: 240-777-4254</p>	12900 Middlebrook Rd. Second Floor Germantown, MD 20874	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  Tu: 5-7 pm by appt. only	Interpreter Services are available for every language at all Health and Human Services programs.	<p>Provides funds to eligible Montgomery County residents facing defined crises in: eviction, foreclosure, utility disconnect, stranded traveler, moving/storage, and burial assistance. <u>Applicant must provide written court summons, notice of eviction or utility disconnection, or a letter from landlord.</u></p> <p>Grant amounts based upon situation and need. Must be a Montgomery County resident; show proof of need and ability to avoid future crisis.</p> <p>Emergency shelter provided to eligible families with children.</p> <p>Apply in person; walk-in, no appt. required except for Tues evenings.</p> <p><b>Neighborhood Service Centers</b> are open in Gaithersburg, Wheaton, and Silver Spring/Long Branch. The Centers are staffed by bilingual (English, Spanish and English/Amharic) Community Connectors who are there to assist residents to access safety net services and support through MCDHHS and other non-profit and faith-based resources.</p> <p><b>Gaithersburg @ Family Services complex</b> 610 E. Diamond Ave., Suite 100 Gaithersburg, MD 20877 301-840-4080 Monday-Thursday: 9am-12pm Friday: 9am-11:30am</p> <p><b>Wheaton @ Catholic Charities’ Montgomery Family Center</b> 12247 Georgia Ave. Silver Spring, MD 20902 301-942-1790 Monday-Friday: 9am-5pm</p> <p><b>Long Branch @ TESS Center</b> 8703 Flower Ave. Silver Spring, MD 20901 240-773-8260 Mon, Tues, Wed, Fri: 9am-11am and 1pm-3pm (by appt. only) Thurs: 9am-11am</p>
<p>• Rockville Regional Office</p> <p>Phone: 240-777-4550 Fax: 240-777-4100</p>	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,			
<p>• Silver Spring Regional Office</p> <p>Phone: 240-777-3075 Fax: 240-777-3154</p>	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			

## AGENCIES THAT DO NOT REQUIRE REFERRALS (cont.)

### Primary Intake Agencies

Organization/Phone / Web	Address	Service Area Covered	Hours	Foreign Languages	Notes:
<p><b>Housing Opportunities Commission (HOC)</b> Housing Stabilization Program</p> <p>Web: hocmc.org/extra/46-housing-stabilization-program-emergency-services</p> <p><b>PRIMARY POINT OF ENTRY FOR HOC RESIDENTS.</b></p> <ul style="list-style-type: none"> <li>•HOC Silver Spring Customer Service Center</li> </ul> <p>Phone: 240-627-9694</p>	<p>8241 Georgia Avenue 3<sup>rd</sup> Floor Silver Spring, MD 20910</p>	<p>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</p>	<p>M - F Appt. 9-12</p>	<p>Interpreter Services are available for every language at all HOC programs.</p>	<p>Processes applications on behalf of the Department of Health and Human Services for emergency financial assistance for eligible HOC households, including Public Housing, Housing Choice Voucher, Tax Credit and State Rental Partnership households. Assistance eligibility is based upon DHHS Emergency Services criteria.</p> <p>Assistance may be for past due rent, utility disconnections, and emergency moving or storage costs, including security deposits when the move is an emergency or involuntary.</p> <p><u>Applicant must provide a copy of the written court summons, notice of eviction or utility disconnection, or a letter from landlord.</u></p>
<ul style="list-style-type: none"> <li>•HOC at Silver Spring DHHS</li> </ul> <p>Phone: 240-777-3075</p>	<p>8818 Georgia Avenue Silver Spring, MD 20910</p>	<p>20873, 20866, 20868, 20901, 20903, 20904, 20905, 20907, 20910, 20911, 20912, 20914, 20915, 20916, 20918</p>	<p>M - F Appt. 9-12</p> <p>Walk in 2-3</p>		
<ul style="list-style-type: none"> <li>•HOC Gaithersburg Customer Service Center</li> </ul> <p>Phone: 240-627-9614 240-627-9792</p>	<p>101 Lakeforest Blvd 2<sup>nd</sup> Floor Gaithersburg, MD 20877</p>	<p>20777, 20837, 20838, 20839, 20841, 20842, 20855, 20871, 20872, 20874, 20875, 20876, 20877, 20878, 20879, 20880, 20882, 20884, 20885, 20886, 21711</p>	<p>M - F Appt. only 9-1</p>	<p>Spanish</p>	

## AGENCIES THAT DO NOT REQUIRE REFERRALS (cont.)

### Primary Intake Agencies

Organization/Phone/ Web	Address	Service Area Covered	Hours	Foreign Languages	Notes:
<p><b>MCDHHS</b> Office of Home Energy Programs</p> <p>Phone: 240-777-4450 Fax: 240-777-4099</p> <p>Web: montgomerycountymd.gov/ohep</p> <hr/> <ul style="list-style-type: none"> <li>• Electrical Arrearage Program</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Electric Universal Service Program (EUSP)</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Maryland Energy Assistance Program (MEAP)</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Gas Arrearage Program</li> </ul>	<p>1301 Piccard Dr. Fourth Floor Rockville, MD 20850</p>	<p>Countywide</p>	<p>M - F 8:30-5</p>	<p>Spanish</p> <p>Interpreter Services are available for every language at all Health and Human Services programs.</p>	<p>NOTE: Clients who apply for emergency assistance to avoid utility disconnect should be encouraged to also apply for MEAP and EUSP if they meet the income and household size criteria.</p> <p>Apply for all programs by mail, fax OR</p> <ul style="list-style-type: none"> <li>• online at <a href="https://mydhrbenefits.dhr.state.md.us/">https://mydhrbenefits.dhr.state.md.us/</a></li> <li>• email at <a href="mailto:ohep@montgomerycountymd.gov">ohep@montgomerycountymd.gov</a></li> </ul> <p>Check application status online: <a href="http://www.myohepstatus.org">www.myohepstatus.org</a></p> <hr/> <p>Provides funds to eligible Montgomery County residents with delinquent electric utility bills. Electric bill must be in applicant's name.</p> <p>Limited to once every 7 years; maximum benefit amount of \$2,000.</p> <hr/> <p>Provides funds for electric bills to low income households (175% FPL, subject to change). Montgomery County residents only. Does not require disconnect notice or proof of delinquent utility bills. Electric bill must be in applicant's name.</p> <p>Limited to once per 12 month period; benefit amount limited based upon income and other factors.</p> <hr/> <p>Provides funds for heating bills during winter months to low income households (175% FPL, subject to change). Montgomery County residents only. Does not require disconnect notice or proof of delinquent utility bills.</p> <p>Limited to once per heating season; benefit amount limited based upon income and other factors.</p> <hr/> <p>Provides funds to eligible Montgomery County residents with delinquent gas utility bills. Washington Gas bill must be in the applicant's name.</p> <p>Limited to once every 7 years; maximum benefit amount of \$2,000.</p>

## AGENCIES THAT DO NOT REQUIRE REFERRALS (cont.)

Organization / Phone / Web	Address	Service Area Covered	Hours	Foreign Languages	Notes
<p>Bethesda Cares Phone: 301-907-9244 Fax: 301-652-1781 Web: BethesdaCares.org</p>	<p>7728 Woodmont Ave. Bethesda, MD 20814</p>	<p>Note: No referral required for Bethesda ZIP codes 20812, 20814, 20815, 20816, 20817, 20818</p> <p>All other ZIP codes require referral (see Bethesda Cares listing under section titled <i>Agencies Who Require Referral</i>).</p>	<p>M - F 9-12:30 2-5</p>	<p>Spanish</p>	<p>Provides funds <u>with written notice of eviction, foreclosure or utility disconnect</u>.</p> <p>Limited to once per 12-month period.</p> <p>Apply by phone.</p> <p><b>Referral from any public or private service provider organization required; EXCEPT any request inside of the Bethesda Cares ZIP codes requires NO referral.</b></p> <p>Meals seven days a week, clothing program. Social Worker available for counseling and referrals. Drop-in center.</p>
<p>Bethesda Help Phone: 301-365-2022 Email: info@bethesdahelp.org Web: BethesdaHelp.org</p>	<p>P.O. Box 34094 Bethesda, MD 20827</p>	<p>20812, 20814, 20815, 20816, 20817, 20818, 20852 (partial), 20854 (partial), 20895, 20896, 20902 (partial), 20906 (partial), and 20910 (partial)</p> <p>See website for details.</p>	<p>M-F: 9-4</p>	<p>Spanish French Hindi German</p>	<p>Provides funds as supplement to other funding sources <u>with written notice of eviction or utility disconnect</u>. Client MUST go to MCHHS first..</p> <p>Food delivered up to 3 times per month.</p> <p>Provides funds for doctor prescribed prescriptions.</p> <p>Call Help line for financial assistance or food.</p>
<p>Catholic Charities Phone: 301-942-1790 Fax: 301-949-1371 Web: catholiccharitiesdc.org/ CatholicCharitiesCenter</p>	<p>12247 Georgia Ave. Silver Spring, MD 20902</p>	<p>Countywide</p>	<p>M-F: 9-5 (no clients after 4 without appt.)</p>	<p>Spanish</p>	<p>Provides funds for rent, mortgage, utilities and other emergency needs. Requirements are dependent on funding source. Does not require written notice of eviction, foreclosure or utility disconnect.</p> <p>Limited to once per 12 month period; lifetime limit of 3 grants.</p>
<p>City of Gaithersburg Community Services Phone: 301-258-6395 (ex 0 for Spanish speaking line)</p>	<p>1 Wells Avenue Gaithersburg, MD 20877 (Entrance in the back)</p>	<p>Gaithersburg corporate city limits only</p> <p>20877 (part), 20878 (part), 20879 (part)</p>	<p>M-F 9-5</p>	<p>Spanish</p>	<p>Provides funds for rent, utilities, mortgages and HOA/Condo fees with documentation. Up to 3 months maximum per program year.</p> <p>Eviction Prevention (court notice required and HHS direct referral preferred)</p> <p>Foreclosure/ Eviction Prevention; \$2,000 MAX per month</p>

<p>Email:communityservices@gaithersburgmd.gov</p> <p>Web:gaithersburgmd.gov/services/community-services</p>		<p>Address lookup site:  <a href="https://maps.gaithersburgmd.gov/addressSearch">https://maps.gaithersburgmd.gov/addressSearch</a></p>			<p>Rental Assistance (late notice required); \$1,740 MAX per month</p> <p>Financial Empowerment Center: 240-454-5199</p>
<p>Damascus HELP</p> <p>Phone: 301-253-4100</p> <p>Web: damascushelp.org</p>	<p>P.O. Box 126  Damascus, MD 20872</p>	<p>20841 (partial),  20871(partial), 20872, 20876  (partial), 20882 (partial)</p> <p>See website for details.</p>	<p>M-Sa: 9-5</p>	<p>Spanish  French  Russian  Farsi</p>	<p>Provides funds for utilities, rent, and medical needs. All financial requests are considered. Out of area requests must come from DHHS or other agencies.</p> <p>Apply by phone (301-253-4100).</p>



## AGENCIES THAT DO NOT REQUIRE REFERRALS (cont.)

Organization / Phone / Web	Address	Service Area Covered	Hours	Foreign Languages	Notes
Faith Connections Phone: 301-482-0522 Web: Faith-Connections.org	P.O. Box 28 Damascus, MD 20872	Damascus, Clarksburg, North Gaithersburg  20871, 20872, 20882, 21771	24 hrs/day 7 days/wk		Provides funds for delinquent rent, mortgage and utility disconnect. Other needs considered. Grant amount depends on need.  Limited to once per 12 month period.  Apply by phone.  <b>Referral preferred from MCDHHS, congregation or service provider organizations.</b>
Interfaith Works (IW) • Connections Program  Phone: 240-641-6307 240-641-6308 240-641-6309  Web: <a href="https://www.iworksmc.org/assistance">https://www.iworksmc.org/assistance</a>	751 Twinbrook Parkway Rockville, MD 20851	Countywide	M-F: 8:30am-4:30	Spanish	Provides funds and counseling to people behind on rent, mortgage, or utility bills (Pepco or Washington Gas).  Grant Limits: \$400 for rent/mortgage assistance and \$500 for utility assistance. Self-referrals accepted for requests under grant limits. A Community Partners Referral Form from an Emergency Assistance Coalition (EAC) agency and supporting documentation are required for assistance requests <u>that exceed</u> the grant limits.  Service limits: A maximum of three times in a lifetime and no more than once in a 12-month period.  Apply by phone 240-641-6307, 240-641-6308 or 240-641-6309.
Islamic American Zakat Foundation, Inc.  Phone: 301-907-0997  Fax: 301-951-7038  Web: <a href="http://iazf.org">iazf.org</a>	4641 Montgomery Ave. Lower Level, Suite 30 Bethesda, MD 20814  Mailing address: 4323 Rosedale Ave. Bethesda, MD 20814	Countywide	Tu - Th: 10:30am-3:30  Sat: 10:00 - 1:00	Arabic interpreters can be arranged	Provides funds for rent, mortgage, utilities and other emergency needs. Does not require written notice of eviction, foreclosure or utility disconnect.  Limit of \$1,500 for first grant and \$3,000 lifetime. Repeat applications permitted only with documentation of progress on action plan made at the time of first grant.  Download application from web site. Must be submitted by postal delivery to our mailing address or by hand to our physical address. No email or fax submissions accepted.

## AGENCIES THAT DO NOT REQUIRE REFERRALS (cont.)

Organization / Phone / Web	Address	Service Area Covered	Hours	Foreign Languages	Notes
<p>Mid-County United Ministries (MUM)</p> <p>Phone: 301-929-8675</p> <p>Fax: 301-929-8234</p> <p>Web: <a href="https://mumhelp.org/">https://mumhelp.org/</a></p>	<p>11002 Veirs Mill Rd. Suite 710 Silver Spring, MD 20902</p>	<p>20853, 20895, 20896, 20902, 20906</p>	<p>Tu, W, Th: 9-4</p>		<p>Provides funds <u>with written notice of eviction, foreclosure, or utility disconnect</u>, or for purchase of doctor prescribed prescriptions.</p> <p>Must apply in person. Walk-ins accepted but appointments preferred.</p> <p>Financial assistance limited to once per 12-month period.</p> <p>Food assistance (in-office food pantry &amp; Sunday mobile pantries) available. <a href="https://mumhelp.org/mum-mobile-pantries/">https://mumhelp.org/mum-mobile-pantries/</a> for dates and locations.</p>
<p>Ministries United Silver Spring/Takoma Park (MUSST)</p> <p>Phone: 301-495-4699</p> <p>Fax: 301-495-9055</p> <p>Web: N/A</p>	<p>8818 Georgia Ave. Room 216 Silver Spring, MD 20910</p>	<p>Montgomery County Only</p> <p>20783, 20901, 20910, 20912</p>	<p>M, Tu, Wed, Thurs 10:30 until 2 p.m.</p> <p>Fri: 12 - 4</p>	<p>Will try to find interpreter</p>	<p>Provides funds <u>with written notice of eviction, foreclosure, or utility disconnect</u>, or for purchase of doctor prescribed prescriptions.</p> <p>Appointment required at email <a href="mailto:musst@verizon.net">musst@verizon.net</a>. If walking in will give out the appointment.</p> <p>Must apply in person, or with an authorized person. May not apply by phone.</p> <p>Limited to once per 12-month period.</p>
<p>Mother Seton Catholic Church</p> <ul style="list-style-type: none"> <li>● Society of St. Vincent de Paul</li> </ul> <p>Phone: 301-944-0451</p> <p>Fax: 301-428-4951</p> <p>Web: <a href="http://mothersetonparish.org/ministries/social-concerns/">mothersetonparish.org/ministries/social-concerns/</a></p>	<p>19951 Father Hurley Blvd Germantown, MD 20874</p>	<p>Germantown - 20874</p>	<p>24 hour answering machine</p> <p>Office Hours 9-5</p>	<p>Spanish interpreter can be arranged with notice</p>	<p>Provides funds for rent/mortgage payment, utility bill, doctor prescribed prescriptions and other needs on a case-by-case basis.</p> <p>REQUIRED: Home Visit (HV) by 2 of our volunteers.</p> <p>Referral accepted from other providers if HV is agreed to by client and location is within ZIP code service area.</p> <p>Please FAX client intake or referral form, if applicable.</p>

## AGENCIES THAT DO NOT REQUIRE REFERRALS (cont.)

Organization / Phone / Web	Address	Service Area Covered	Hours	Foreign Languages	Notes
Olney HELP Phone: 301-774-4334 Email: <a href="mailto:help@olneyhelp.org">help@olneyhelp.org</a> Web: OlneyHelp.org	P.O Box 430 Olney MD 20830	22083,20833,20855, (partial), 20860, 20862, and 20882, (partial)	24 Hour answering machine		Provides funds for utilities, rent, and doctor prescribed prescriptions.  Apply at 301-774-4334 or help@olneyhelp.org
Rockville HELP Phone: 301-564-0800 Web: RockvilleHelp.org	P.O. Box 1624 Rockville, MD 20849	City of Rockville 20850 (partial), 20851, 20852 (partial), 20853 (partial), 20854 (partial), and 20855 (partial)  See website for details.	24 hour answering machine	Spanish	Provides funds for rent and mortgage payments, utilities, prescriptions, and special needs.  Limited to once every 12-month period.  Food delivered 3 times in a 6-month period.  Referrals provided to other service providers as necessary.  Apply by phone.
St. Patrick's Social Concerns · St. Brigid of Ireland Ministry  Phone: 301-804-2820 Web: <a href="http://stpatricksmd.org/social-concerns">stpatricksmd.org/social-concerns</a>	4101 Norbeck Road Rockville, MD 20853	20853 (partial), 20906 (partial)	By appointment only		Provides funds for rent/mortgage payment, utility bill, and doctor prescribed prescriptions.  Limited: once per 12-month period  REQUIRED: Initial intake interview and home visit by two St. Brigid of Ireland volunteers.
St. Paul Catholic Church • Society of St. Vincent de Paul - St. Paul Conference  Phone: 301- 744-0384  Fax: 301-391-6755 Web: <a href="http://StPaulDamascus.org">StPaulDamascus.org</a>	9240 Damascus Road Damascus, MD 20872	Damascus Area  20872, 20882 (partial)	By appt. only  24 hour answering machine	Spanish interpreter can be arranged with notice.	Provides funds for rent/ mortgage payments, utilities, doctor prescribed prescriptions, food, and other needs on a case-by-case basis.  REQUIRED: Home visit (HV) by 2 of our volunteers.  Referral accepted from other providers if HV is agreed to by client and location is within ZIP code service area. Please FAX client intake or referral form if applicable.  Limited to once per 12-month period.

<p>St. Raphael Catholic Church</p> <ul style="list-style-type: none"> <li>• Society of St. Vincent de Paul</li> </ul> <p>Phone: 240-447-7027 Fax: 301-762-1528 Web: www.straphaels.org</p>	<p>1513 Dunster Road Rockville, MD 20854</p>	<p>20850, 20851, 20852, 20854</p>	<p>24 hour phone access. A return call will be made within 3 business days.</p>	<p>Spanish interpreter can be arranged with notice</p>	<p>Provides funds for rent/mortgage payment, utility bill, doctor prescribed prescriptions and other needs on a case-by-case basis.</p> <p>REQUIRED: Home Visit (HV) by 2 of our volunteers.</p> <p>Referral accepted from other providers if HV is agreed to by client and client residence is within ZIP code service area. Please FAX client intake or referral form if applicable.</p>
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### AGENCIES THAT DO NOT REQUIRE REFERRALS (cont.)

Organization / Phone / Web	Address	Service Area Covered	Hours	Foreign Languages	Notes
<p>The Salvation Army</p> <ul style="list-style-type: none"> <li>• Washington Suburban Sanitary Commission (WSSC) Emergency Assistance Program</li> </ul> <p>Phone: 301-515-5354 Fax: 301-328-8481 Web: salvationarmynca.org</p>	<p>20021 Aircraft Dr. Germantown, MD 20874</p>	<p>All of Montgomery County</p>	<p>M-F: 9-4:30  By appt. only 9:30-11:30</p>		<p>Provides funds to low-income Montgomery County residents <u>with WSSC shut off notice or water warning</u> in the name of the person applying for the funds.</p> <p>\$500 limit based on guidelines set by WSSC and The Salvation Army.</p> <p>Limited to once per 12-month period.</p> <p>See additional Salvation Army programs under <i>Agencies That Require Referrals</i>.</p>
<p>Upper Montgomery Assistance Network Inc. (UMAN)</p> <p>Phone: 301-926-4422  Web: uman-mc.org</p>	<p>12850 Middlebrook Rd, Germantown MD 20874</p>	<p>Germantown, Gaithersburg, Montgomery Village, Derwood</p> <p>20855, 20874, 20876, 20877, 20878, 20879, 20880, 20882, 20886</p>	<p>M-Th: 10-2</p>	<p>Spanish</p>	<p>Provides funds for Rent/mortgage or essential utility service <u>with written notice of eviction, default, foreclosure, utility disconnection</u>.</p> <p>Apply by phone.</p> <p>Limited to once per 12-month period.</p> <p><b>Referral preferred from MCDHHS, congregation or service provider organizations.</b></p>

<p>Western Upper Montgomery County HELP Inc. (<b>WUMCO</b>)</p> <p>Phone: 301-972-8481</p> <p>Fax: 888-938-3347</p> <p>Web: wumcohelp.org</p>	<p>17821 Elgin Rd., Poolesville, MD 20837</p>	<p>Barnesville, Beallsville, Boyd's, Dickerson, Poolesville</p> <p>20837, 20838, 20839, 20841, 20842</p>	<p>M-F: 9-5</p> <p>(24 hour answering machine)</p>		<p>Provides funds for rent, mortgage payments, medical expenses, utilities, car repairs, transportation, doctor prescribed prescriptions, food, and child care expenses. Grant amounts based upon the situation and the need.</p> <p>Apply by phone.</p> <p><b>Referral preferred from MCDHHS, congregation or service provider organizations.</b></p>
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## AGENCIES THAT REQUIRE WRITTEN REFERRALS: See referral requirements below.

Organization/Phone/ Web	Address	Service Area Covered	Hours	Foreign Languages	Notes: (Referral requirements are <b>noted in bold</b> )
<p>Bethesda Cares Phone: 301-907-9244 Fax: 301-652-1781 Web: BethesdaCares.org</p>	<p>7728 Woodmont Ave. Bethesda, MD 20814</p>	<p>Countywide</p> <p>Note: Referral required for any Montgomery County ZIP code outside of Bethesda (See Bethesda Cares listing in section above)</p>	<p>M - F 9-12:30 2-5</p>	<p>Spanish</p>	<p>Provides funds <u>with written notice of eviction, foreclosure or utility disconnect</u>.</p> <p>Limited to once per 12-month period.</p> <p>Apply by phone.</p> <p><b>Written referral from any public or private service provider organization required; EXCEPT any request inside of the Bethesda Cares ZIP codes requires NO referral.</b></p> <p>Meals seven days a week, clothing program. Social Worker available for counseling and referrals. Drop-in center.</p>
<p>City of Rockville (COR), Dept. of Recreation and Parks, Community Services Division</p> <ul style="list-style-type: none"> <li>● <b>REAP-City of Rockville*</b></li> </ul> <p>(Rockville Emergency Assistance Program)</p> <p>Phone: 240-314-8310 Fax: 240-314-8309 Web: rockvillemd.gov/377/ Financial-Assistance</p>	<p>111 Maryland Avenue First Floor Rockville, MD 20850</p>	<p>Rockville corporate city limits only.</p> <p>20850 (part), 20851 (part), 20852 (part), 20854 (part)</p>	<p>M-F 8:30-5</p>	<p>Spanish French</p>	<p>Provides funds <u>with written notice of eviction or utility disconnection</u>. In some cases, provides doctor prescribed prescriptions and other emergency needs.</p> <p>Must be resident of incorporated City of Rockville.</p> <p>Limited to one grant every 6 months; \$1,500 maximum per year for eviction prevention; \$1,000 per year for utility shut-off prevention.</p> <p><b>Written referral from MCDHHS is required.</b></p> <p>* <b>NOTE:</b> “REAP-City of Rockville” is a different source of funding than “REAP-Community Reach of Montgomery County” (see below). Residents who live within the corporate limits of Rockville should seek assistance first from HHS Emergency Services and then from the City of Rockville. If necessary, they will be further referred to other partner agencies.</p>

## AGENCIES THAT REQUIRE WRITTEN REFERRALS (cont.): See referral requirements below.

Organization/Phone/ Web	Address	Service Area Covered	Hours	Foreign Languages	Notes: (Referral requirements are <b>noted in bold</b> )
<p>Community Reach of Montgomery County (Formerly Community Ministries of Rockville, CMR)</p> <p>● <b>REAP - Community Reach of MoCo*</b> (Rockville Emergency Assistance Program)</p> <p>Phone: 301-917-6811 Fax: 301-917-6809 Web: cmrocks.org/reap</p>	<p>8 West Middle Lane Rockville, MD 20850</p>	<p>Serves greater Rockville area (within and outside of city limits)</p> <p>20850, 20851, 20852, 20853, 20854, 20855</p>	<p>M-F: 10-2</p>	<p>Interpreter available for Spanish speakers</p>	<p>Provides funds <u>with written notice of eviction, foreclosure or utility disconnect</u>. Also assists with doctor prescribed prescriptions (must bring prescription).</p> <p>Limited to one grant every 3 months, when funding is available. \$1,000 maximum per year.</p> <p>Walk in; no appt. necessary.</p> <p><b>Written referral from any public or private service provider organization required</b></p> <p><b>*NOTE:</b> “REAP-Community Reach of Montgomery County” is a different source of funding than “REAP-City of Rockville.” Residents who live within the corporate limits of Rockville should go the City of Rockville’s Community Services Division after DHHS (see City of Rockville listing above).</p>
<p>Eastern Montgomery Emergency Assistance Network (EMEAN)</p> <p>Email: emeanssmd@gmail.com</p> <p>Phone and Fax: 301-879-2688</p> <p>Web: emean.org</p>	<p>14015 New Hampshire Ave. Silver Spring, MD 20904</p> <p>Mailing address: P.O. Box 10474 Silver Spring, MD 20914</p>	<p>Eastern County</p> <p>20866, 20868, 20903, 20904, 20905</p>	<p>M-F (hours vary)</p> <p>24 hour answering machine</p>		<p>Provides funds <u>with written notice of eviction, foreclosure or utility disconnect</u> or to purchase doctor prescribed medications.</p> <p>Limited to once per 12-month period.</p> <p>Apply by phone. No walk ins</p> <p><b>Written referral from a public or private service provider required for housing or utility assistance.</b></p>
<p>Our Lady of Mercy Catholic Church</p> <p>Phone: 301-365-1415 x150</p> <p>Web: socialconcernsolom.org</p>	<p>9200 Kentsdale Drive Potomac, MD 20854</p>	<p>20850, 20851, 20852, 20854 20878, 20876</p>	<p>M-F: 10-4</p>		<p>Provides funds for rent, mortgage payments, utilities and other emergencies.</p> <p>Limited to once per 12-month period.</p> <p>Apply by phone.</p> <p><b>Written referral required from any public or private service provider organization.</b></p>

**AGENCIES THAT REQUIRE WRITTEN REFERRALS (cont.):** See referral requirements below.

Organization/Phone/ Web	Address	Service Area Covered	Hours	Foreign Languages	Notes: (Referral requirements are <b>noted in bold</b> )
The Salvation Army Phone: 301-515-5354 Fax: 301-515-7253 Web: salvationarmynca.org	20021 Aircraft Dr. Germantown, MD 20874	All of Montgomery County	By appt. only M-F: 9-4		See additional Salvation Army programs under <i>Agencies That Do Not Require Referrals</i> .
<ul style="list-style-type: none"> <li>Federal Emergency Management Agency (FEMA) Grant</li> </ul>					Provides funds for emergency needs. Seen by appt. only. Limited to once per 12-month period. <b>Written referral from MCDHHS required.</b>
----- <ul style="list-style-type: none"> <li>Washington Area Fuel Fund (WAFF)</li> </ul>					Provides funds to low-income Montgomery County residents <u>with disconnect notice</u> for main source of heat (January-April). \$500 limit, once per 12-month period. Based on income guidelines that are set by Washington Gas and Salvation Army. Must have exhausted all state and county resources. <b>Written referral from MCDHHS required.</b>





# 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		WRITTEN REFERRAL REQUIRED	
	No formal notice of delinquency required	Requires written notice of eviction, foreclosure, or utility disconnect	No formal notice of delinquency required	Requires written notice of eviction, foreclosure, or utility disconnect
<b>Countywide (All ZIP Codes)</b>	HHS (Home Energy), Catholic Charities, Interfaith Works, Islamic American Zakat Foundation	HHS (Emergency Services), HOC, Salvation Army (WSSC Program)		Bethesda Cares (referral required except for 20812 & 20814-20818), Salvation Army (FEMA & WAFF)
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		Our Lady of Mercy, St. Elizabeth	COR (part), Community Reach
20851	Rockville HELP		Our Lady of Mercy, St. Elizabeth	COR (part), Community Reach
20852	Rockville HELP (part)	Bethesda HELP (part),	Our Lady of Mercy, St. Elizabeth	COR (part), Community Reach
20853	Rockville HELP (part), St. Patrick (part)	MUM	St. Elizabeth	Community Reach
20854	Rockville HELP (part), St. Raphael	Bethesda HELP (part)	Our Lady of Mercy	COR (part), Community Reach
20855	Olney HELP (part), Rockville HELP (part)	UMAN		Community Reach
20860	Olney HELP			
20861	Olney HELP			
20862	Olney HELP			
20866				EMEAN
20868				EMEAN
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		
20903				EMEAN
20904				EMEAN
20905				EMEAN
20906	St. Patrick (part)	Bethesda HELP (part), MUM		
20910		Bethesda HELP (part), MUSST		
20912		MUSST		
21771	Faith Connections			