

COMMUNITY RESOURCE GUIDE

COVID-19 RESOURCES AND ASSISTANCE

MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT -

Homeowners who are struggling to keep up with their mortgage payments or other housing costs due to COVID-19 related financial hardships should know that assistance is on the way. The Maryland Department of Housing & Community Development launched The Maryland Homeowner Assistance Fund in late 2021 to assist homeowners statewide. To learn more, please visit: https://dhcd.maryland.gov/Residents/Pages/HomeownerAssistanceFund.aspx.

MARYLAND HOMEOWNER ASSISTANCE FUND (HAF)

Need help applying or navigating the application portal? Call **833-676-0119**, Mon-Fri 8 a.m. to 7 p.m. and Sat 9 a.m. to 4 p.m.

To be connected to housing counseling and legal services, call **1-877-462-7555** or see <u>Participating Housing Counseling and Legal Services Agencies</u> to find an agency that can work with you to access relief.

FEMA COVID-19 FUNERAL ASSISTANCE

Under the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 and the American Rescue Plan Act of 2021, FEMA is providing financial assistance for COVID-19 related funeral expenses incurred after January 20, 2020.

FEMA will continue to provide funeral assistance **until Sept. 30, 2025**, to those who have lost loved ones due to this pandemic.

HOW TO APPLY?

https://www.fema.gov/disaster/historic/coronavirus/economic/funeral-assistance

COVID-19 Funeral Assistance Line Number:

844-684-6333 | TTY: 800-462-7585

Call this dedicated toll-free phone number to get a COVID-19 Funeral Assistance application completed with help from FEMA's representatives.

Hours of Operation:

Monday - Friday

9 a.m. to 9 p.m. EST. Multilingual services are available.

HOUSING RESOURCES

Housing Initiative Partnership, Inc. (HIP)

Housing Initiative Partnership, Inc. (HIP) is an innovative, green nonprofit housing developer and counseling agency based in Prince George's County, Maryland dedicated to revitalizing neighborhoods.



HIP creates housing and economic security for low- and moderate-income households in Montgomery and Prince George's Counties, and provides services that improve the quality of life in the communities they serve across Maryland.

HIP can also help you apply for the <u>HAF – Maryland Homeowner Assistance</u> Fund.

FOR MORE INFORMATION or to obtain housing and rental support/assistance:

HYATTSVILLE

6525 Belcrest Road, Suite 555 Hyattsville, MD 20782 301-699-3835

GERMANTOWN

Upcounty Regional Services Center

12900 Middlebrook Road, Suite 1500 Germantown, MD 20874

301-916-5946

Maryland Department of Housing and Community Development (DHCD)—

The Maryland Department of Housing and Community Development can help you make valuable repairs and enhancements to your home that lower your family's monthly utility bills and improve your quality of life.

Maryland WholeHome Program

Maryland WholeHome grants and loans can be used to upgrade to energy efficient appliances, repair or replace heating and cooling systems, replace insulation, add accessibility features for seniors or those with special needs, remove lead paint, upgrade plumbing, and address structural and maintenance issues.

FOR MORE INFORMATION

https://dhcd.maryland.gov/residents/pages/wholehome.aspx Call 301-429-7409 or toll-free 1-844-369-4150 to start your application.

EMERGENCY AND UTILITY ASSISTANCE/COMMUNITY SUPPORT

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.

2-1-1 Maryland 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 days. 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

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.

Continued on page 4

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 Dr Suite 700, Rockville MD 20855			
	 FOR MORE INFORMATION Dial 3-1-1 To learn more about eligibility requirements and to apply visit M For more information on how to apply for assistance visit: https://www.montgomerycountymd.gov/HHS-Program/CYF/CYF TCA-TDAP-p346.html#Eligibility 			
MONTGOMERY COUNTY EMERGENCY FINANCIAL ASSISTANCE RESOURCES LISITNG – BY ZIP CODE	A guide for use by Montgomery County residents who need cash assistance to avoid loss of housing, utilities or other emergency situations. For more information and to locate resources available by zip code visit: https://www.wsscwater.com/sites/default/files/2023-04/EFA%20Desk%20Guide%20Final.pdf			
MONTGOMERY COUNTY MUNICIPAL ASSISTANCE	Customers residing in the City of Takoma Park and the City of Rockville in need of financial assistance for housing/eviction prevention, utilities and prescription drugs, see the contact information below:			
	Municipality	Phone	Agency Administering Emergency Financial Assistance	
	City of Takoma Park	301-891-7222	Montgomery County Department of Health and Human Services	
	City of Rockville	240-777-4550	Housing and Community Development	



PRINCE GEORGE'S COUNTY	Municipality	Phone	Agency Administering
MUNICIPAL ASSISTANCE	amerpancy		Emergency Financial
			Assistance
	Town of	301-474-5000	Town Of Berwyn Heights
	Berwyn	332 17 1 3333	
	Heights		
	(for town		
	residents only)		
	City of College	240-487-3570	City of College Park
	Park		
	(for city		
	residents only)		
	City of	301-683-8267	Hyattsville Community
	Hyattsville	https://hyattsville.org/rescueplan	Development
	(city residents		<u>Corporation</u>
	only)		
	City of Mount	301-985-6585	City of Mount Rainier
	Rainier		
	(for city		
	residents only)		
	Town of	301-627-6905	Town of Upper Marlboro
	Upper		Emergency Relief Fund
	Marlboro		
	(town		
	residents only)		
PRINCE GEORGE'S COUNTY	The Prince George's County Department of Social Services (DSS) is dedicated to		

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 <u>Local Offices</u> for assistance.

FOR MORE INFORMATION

- Dial 3-1-1
- To find out if you qualify for this program, you may <u>apply online at My</u>
 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

UTILITY ASSISTANCE: MARYLAND OFFICE OF HOME ENERGY PROGRAMS

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.

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. 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)

Income Eligibility Limits Effective July 1, 2023 to June 30, 2024 (Based on 200% of the Federal Poverty Level)

	Household Size	Maximum Gross Monthly Income Standards
1		\$2,430
2		\$3,287
3		\$4,143
4		\$5,000
5		\$5,857
6		\$6,713
7		\$7,570
8		\$8,427
For	each additional persor	ı \$857



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 household size, household income, and heating source.

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.

- 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.

Customers may apply for energy assistance benefits through any one of the following methods:

- 1) ONLINE: You can apply online by visiting: https://mydhrbenefits.dhr.state.md.us
- **2) DROP BOXES:** Energy Assistance offices have secure drop boxes to receive your application and documents.
 - First, download and print the <u>Application for Energy Assistance</u>.
 You can also request a paper application by calling
 1-800-332-6347.
 - Next, complete your application and gather your documents. You
 can find a list of documents that you should include in your
 application on page one (1) of https://documents.new.google.com/
 Assistance.
 - Once you have your completed application and documents, take them to your local office's drop box and submit them.



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**: Call your <u>local office</u> to schedule an appointment.

HEATING ASSISTANCE

Founded by Washington Gas, <u>The Washington Area Fuel Fund</u> (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.

https://www.washingtonareafuelfund.org

The Salvation Army – Prince George's County: 301-277-6103 The Salvation Army – Montgomery County: 301-515-5354

CATHOLIC CHARITIES - EMERGENCY ASSISTANCE

Catholic Charities assists individuals and families in need, especially those who are most vulnerable. Services are open to everyone and include:

- Emergency Help
- Food Support
- Housing and Shelter Programs
- Healthcare Programs
- Immigration and Refugee Services
- Utility Assistance (Montgomery County)

FOR MORE INFORMATION

Please visit the <u>Get Help</u> section to gain access to all programs and learn indepth about individual missions.

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



COMMUNITY SUPPORT SYSTEMS, INC. – SERVING SOUTHERN PRINCE GEORGE'S COUNTY

Community Support Systems, Inc. is a grassroots, community-based 501 (c)(3) social service agency serving in-need low and moderate-income families and individuals in Prince George's County residing in District 9 (includes: Accokeek, Aquasco, Baden, Brandywine, Cheltenham, Clinton, Croom, Eagle Harbor, Fort Washington, Joint Base Andrews, Piscataway, and Upper Marlboro). The organization works to help meet the community's need for food, shelter, utilities, rent/mortgage assistance and other safety-net services.

Food Pantries:

Community Support Systems, Inc. operates three (3) <u>food pantries</u>. The Baden Food Pantry is located at St. Paul's Episcopal Parish Hall in Baden on Wednesdays. The Accokeek Food Pantry is located at Faith United Methodist Church in Accokeek on Fridays. Our third pantry, Mission Nutrition, is held on the 3rd Tuesday of every month at Gwynn Park High School in Brandywine.

FOR MORE INFORMATION

Office: 14070 Brandywine Road, Brandywine, MD 20613
The office of Community Support Systems is located in The Chapel of the Incarnation.

Hours: MON – FRI, 9:30AM – 4:00 PM

Phone: 301-372-1491

Email: lnfo@CommunitySupportSystems.org Web: https://communitySupportSystems.org

MISSION OF LOVE CHARITIES, INC.

Mission of Love Charities (MOLC), Inc. is a non-profit organization that provides help to homeless and low-income individuals and families in Prince George's County and nearby communities. MOLC offers utility, rental and security deposits assistance to homeless and low-income individuals and families. Under this program MOLC offers crisis assistance to prevent eviction and homelessness. Each case is reviewed and help is assessed based on need and the severity of the case. MOLC also assists Prince George's County residents with the Prince George's County Emergency Rental Assistance Program (ERAP) application process (when the program application period is open).

MOLC partners with the Department of Social Services in Prince George's County to help low-income and homeless individuals and families get access to needed resources and services.

- A food pantry is open Monday-Friday, 9am 4pm and provides free groceries for homeless and low-income individuals.
- MOLC also helps individuals and families stretch their limited incomes by providing donated household amenities, as well as utility, housing rental and



	Security Deposit assistance, as well as employability training and mental health referrals. Furniture donations have been discontinued due to COVID.
	FOR MORE INFORMATION
	Office and Warehouse: 6180 Old Central Ave. Capitol Heights, MD 20743
	Call-In Hours: Monday – Friday 8:30am to 4pm 301-333-4440
	Rental Assistance / SNAP: Monday – Friday 9:00am to 4:00pm
	Food Pantry: Monday – Friday 9:00am to 3:30pm
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. UCAP's Rent & Eviction Program provides rental assistance to residents of Prince George's County.
	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.

PRINCE GEORGE'S COUNTY DEPARTMENT OF SOCIAL SERVICES – FOSTER CARE & ADOPTION RECRUITMENT PROGRAM

The Prince George's County Department of Social Services needs individuals and families to become foster or adoptive parents to care for children who have been temporarily separated from their birth families.

FOR MORE INFORMATION

301-909-2300

925 Brightseat Rd. Landover, MD 20785

www.dhs.maryland.gov/foster-care

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.

Homeowners' and Renters' tax credit applications can be filed online through http://www.taxcredits.sdat.maryland.gov.

SDAT's Tax Credits are open to the public. Please be advised that appointments are recommended. 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 <u>events</u> and other employment services.

To locate the Maryland <u>American Job Center</u> 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.

FOR MORE INFORMATION, visit the Maryland Workforce Exchange.



WORKSOURCE MONTGOMERY

WorkSource Montgomery American Job Centers are dedicated to connecting County residents with growing industries in the area and helps to meet the needs of the underemployed and unemployed.

Meet with consultants to discuss career exploration, referrals to training programs, résumé preparation, and workshops to enhance job seeking skills and work readiness. Access computers with Internet, printers, photocopiers, fax machines, telephones, and a variety of job search resource materials.

Grow your **business** and talent pipeline with the help of Maryland's Business Services staff located at the WorkSource Montgomery American Job Center. Experts in State resources, recruitment, and retention strategies are here to help.

The WorkSource Montgomery American Job Centers are open Monday through Thursday from 8:30 a.m. to 5:00 p.m. and Fridays from 8:30 a.m. to 3:00 p.m.

FOR MORE INFORMATION

Germantown American Job Center

12900 Middlebrook Road, First Floor Germantown, MD 20874

Phone: 240.406.5485 Fax: 301.685.5569

info@workSourcemontgomery.com

WorkSource Montgomery American Job Center

11510 Georgia Avenue, First Floor

Wheaton, MD 20902 Phone: 301.929.4350 Fax: 301.929.4383

dlwdalwheaton-labor@maryland.gov

FOR MORE INFORMATION

Visit: https://worksourcemontgomery.com/calendar/



FEDERAL, STATE & LOCAL RE	ESOLIDOES EOD BLISINESSES
rederal, STATE & LOCAL RI	ESOURCES FOR BUSINESSES
U.S. SMALL BUSINESS ADMINSTRATION	The U.S. Small Business Administration is unable to accept new applications fo COVID-19 relief loans or grants. However, Paycheck Protection Program (PPP) loan forgiveness continues to be offered.
	FOR MORE INFORMATION
	Visit: https://www.sba.gov/funding-programs/loans/covid-19-relief-options
	To learn how the U.S. Small Business Administration (SBA) can help you start or expand your business with loans guaranteed by the Small Business Administration, visit: https://www.sba.gov/funding-programs/loans .
U.S. DEPARTMENT OF TREASURY – ASSISTANCE FOR SMALL BUSINESSES	The COVID-19 public health crisis and resulting economic crisis have created a variety of challenges for small, micro, and solo businesses in communities across the country. The Treasury Department is providing critical assistance to small businesses across the country, facilitating the urgent deployment of capital and support to help these organizations not just persevere, but recover on solid footing.
	FOR MORE INFORMATION
	Visit: https://home.treasury.gov/policy-issues/coronavirus/assistance-for-sma businesses
MARYLAND FINANCIAL	To learn more about financial incentives for businesses in Maryland and to
INCENTIVE PROGRAMS FOR BUSINESSES	search programs by type and/or category, visit: commerce.knack.com/maryland-funding-incentives
MONTGOMERY COUNTY - RESOURCES & SUPPORT FOR BUSINESSES	For more information on resources and programs available to assist businesses in Montgomery County, visit: https://montgomerycountymd.gov/business/business-resources/
PRINCE GEORGE'S COUNTY- BUSINESS RESOURCES & SUPPORT	For more information on resources and programs available to assist businesses in Prince George's County, visit: pgcedc.com/covid19