

# MONTGOMERY COUNTY, MD - DISABILITY NETWORK DIRECTORY

## Emergency Resources

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**This is a project of the Montgomery County Commission on People with Disabilities. To submit an update, add or remove a listing, or request an alternative format, please contact: [MCCPWD@montgomerycountymd.gov](mailto:MCCPWD@montgomerycountymd.gov), 240-777-1246 (V), MD Relay 711.**

### **Text-to-911 is now available to residents and visitors of Maryland.**

Text-to-911 is for people who are:

- Deaf, hard-of-hearing or have a speech disability;
- In a situation making it unsafe for a voice call to 911;
- Experiencing a medical emergency and may be unable to speak.

#### **Adult Protective Services (APS) - Montgomery County Department of Health and Human Services**

240-777-3000 (24 Hour Line)  
240-777-4815 (TTY)

State mandated program that investigates allegations of abuse, neglect, self neglect and/or exploitation of vulnerable adults age 18 and older. The program provides professional services to reduce risk factors and promote protection of the health, safety and welfare of endangered, vulnerable adults. A vulnerable adult is one who lacks the physical or mental capacity to provide for his/her daily needs. A staff person will make a risk assessment of the person's safety and health needs. There may be one to three visits to determine this and staff will need to speak to the person who is being assessed. The APS staff person may ask other family members to give the staff person and the client time alone and if the family is present, will ask questions of the family members in regard to the client. Recommendations will be made for prevention and protection of the vulnerable adult.

#### **American Red Cross National Capital & Greater Chesapeake Region**

**Regional Headquarters**  
8550 Arlington Boulevard  
Fairfax, VA 22031  
703-584-8400 (V)  
**Silver Spring Office**  
2020 East West Highway  
Silver Spring, MD 20910  
301-588-2515 (V)

[www.redcross.org/local/dc-va-md-de.html](http://www.redcross.org/local/dc-va-md-de.html)

Provide practical and helpful awareness and educational information that shows the public how to save lives, reduce injuries, and protect their homes from disaster. Also provide shelter, food, and clothing to address basic human needs during disasters.

#### **Child Protective Services (CPS) - Montgomery County Department of Health and Human Services**

240-777-4417 (24 Hour Report Line)  
240-777-3500 (Information)

E-mail: [ChildProtection@montgomerycountymd.gov](mailto:ChildProtection@montgomerycountymd.gov)  
[www.montgomerycountymd.gov/childwelfare](http://www.montgomerycountymd.gov/childwelfare)

Program investigates reports of suspected child abuse and neglect to ensure the safety of children and help families stay together. Report line responds to calls about children living in Montgomery County. Reports come from community members, family, school personnel and others.

#### **City of Gaithersburg - Community Services**

1 Wells Avenue  
Gaithersburg, MD 20877  
301-258-6395 (V)

E-mail: [communityservices@gaithersburgmd.gov](mailto:communityservices@gaithersburgmd.gov)  
[www.gaithersburgmd.gov/services/community-services](http://www.gaithersburgmd.gov/services/community-services)

Implements and supports assistance programs encompassing interim case management, community outreach, and education (including a Housing Fair, School Community United in Partnership Conference, Domestic Violence Empowerment Conference, CHARACTER COUNTS! program, and more), housing counseling, financial wellness, emergency assistance and safety-net services, and provides resources and referrals to City residents in need. Division has access to a large network of agencies and organizations to which City residents can be referred for assistance.

### Deaf Abused Women's Network (DAWN)

1140 3<sup>rd</sup> Street, NE, 2<sup>nd</sup> Floor  
Washington, DC 20002  
202-559-5366 (V)  
202-945-9266 (DAWN Text)  
1-855-812-1001 (National Deaf Domestic Violence  
Hotline - Videophone)  
E-mail: [info@deafdawn.org](mailto:info@deafdawn.org)  
Emergency Hotline E-mail: [hotline@deafdawn.org](mailto:hotline@deafdawn.org)  
(E-mail hotline hours: Monday through Friday,  
9am to 5pm)  
[www.deafdawn.org](http://www.deafdawn.org)

Non-profit organization that addresses domestic violence, sexual assault and stalking in the deaf, hard of hearing and deaf-blind community. Appointments encouraged before coming to the office. Offer crisis intervention and survivor services including resource referrals (medical and legal); case management; peer advocacy; counseling; and support groups.

### EveryMind

1000 Twinbrook Parkway  
Rockville, MD 20851  
301-424-0656 (V)  
301-738-2255 (24/7 Montgomery County Hotline)  
301-738-2255 (Text Sunday through Thursday,  
12:00 p.m. to 9:00 p.m.)  
1-855-738-7176 (Veteran Peer Navigator)  
E-mail: [info@every-mind.org](mailto:info@every-mind.org)  
[www.every-mind.org](http://www.every-mind.org)  
<https://suicidepreventionlifeline.org/chat/>  
(24/7 Online Chat)

Staff and volunteers provide supportive listening, information and resource referrals, and crisis intervention (including suicide assessments) for individuals through telephone, text, and chat services. Services are free and confidential.

**Youth Services:** Licensed clinicians and interns provide help for school-age youth (ages 9 and older) dealing with behavioral issues at school and home such as truancy, anger management, and bullying – to cultivate healthy behaviors and improve coping skills. Also provide individual and family counseling, as well as groups, in school and community-based settings, to improve the wellbeing of students and families.

**Adult Services:** Case management services for homeless adults include shelter referrals, outreach, engagement, needs and housing assessments, entitlements and beneficiary referrals, advocacy, education, and connection to resources with a goal of connecting clients to shelter or permanent housing options.

**Counseling:** Individual and family counseling is provided in a community-based setting – to increase self-esteem, improve relationships with family and friends, and develop positive coping skills. Services are provided by EveryMind's licensed, bilingual clinicians. Clients are low-income, uninsured, and newly-arrived Spanish and French-speaking immigrants living in Montgomery County, many who have experienced

### EveryMind Continued

trauma. In addition, services are available for individuals with Medicaid – to increase access to high quality mental health services for low-income adults.

**Friendly Visitor Program:** Provides friendship and emotional support to older adults who are homebound, isolated, and lonely – to reduce feelings of loneliness and isolation, help individuals remain in the community, and maintain a safe home environment.

**Representative Payee Program:** Provides money management services to individuals with a disability or mental illness who are unable to manage their own finances – to ensure clients have enough funding for food, clothing, shelter, medication, and other needs.

**Military & Veterans:** Serving Together Project provides education, information, referrals and coordination of resources for Veterans, service members and their families in the National Capital Region. Web: <https://servingtogetherproject.org>

### Montgomery County Coalition for the Homeless

405 E. Gude Drive, Suite 209  
Rockville, MD 20850  
301-217-0314 (V)  
E-mail: [mcch@mcch.net](mailto:mcch@mcch.net)  
[www.mcch.net](http://www.mcch.net)

Provide permanent and transition housing, emergency shelter and supportive services for people experiencing homelessness.

**Home Builders Care Assessment Center Men's Emergency Shelter** provides case management; medical, psychiatric and dental care; employment services; breakfast, lunch and dinner; bathrooms and showers; and laundry facilities.

**Safe Havens** is an emergency housing program for men and women with severe and persistent mental illness who have experienced homelessness. Provides a safe and welcoming living environment with 24/7 support from clinical and non-clinical staff. Help clients stabilize psychiatrically and then move into permanent housing with appropriate supportive services including case management; psychiatric services; life skills training to prepare for more independent living; and connection to medical care, vocational training, day treatment programs and other appropriate community resources.

**Veterans Affairs Safe Havens** provides emergency housing for Veterans experiencing homelessness.

**Permanent Supportive Housing** connects people who have experienced homelessness to stable, permanent housing along with the services they need to ensure they never experience homelessness again. Clients receive rental assistance and ongoing supportive services.

### **Montgomery County Crisis Center**

1301 Piccard Drive, 1<sup>st</sup> Floor  
Rockville, MD 20850  
240-777-4000 (24-Hour Immediate Crisis Line)  
240-777-4195 (Abused Persons Program)  
240-777-4357 (Victim Assistance and Sexual Assault –  
24-Hour Crisis Line)  
240-777-4815 (24-Hour TTY)

Provides crisis services 24 hours a day / 365 days a year. These services are provided over the telephone or in person (no appointment needed). Mobile Crisis Outreach will respond anywhere within Montgomery County to provide emergency psychiatric evaluations. Full crisis assessments and treatment referrals are provided for all crises, both psychiatric and situational. In addition, the program has six crisis beds as an alternative to hospitalization for those who are uninsured or are insured within the public mental health system. Crisis services are provided to County residents of all ages.

**Abused Persons Program:** Program provides crisis and ongoing counseling, shelter, support and advocacy services to victims of partner-related domestic abuse (domestic violence) and their families.

### **Neighborhood Opportunity Network – Department of Health & Human Services Gaithersburg Office**

Family Services, Inc.  
200 Girard Street, Suite 203  
Gaithersburg, MD 20877  
301-840-4080 (V)

**Hours:** Monday to Thursday 9am to noon and on Fridays 9am to 11:30am. The office has Spanish speaking staff, plus access to language line for other languages.

#### **Long Branch Office**

TESS Center  
8513 Piney Branch Road  
Silver Spring, MD 20901  
240-773-8260 (V)

**Hours:** Monday through Friday, 9am to 3pm and by afternoon appointment.

#### **Wheaton Office**

Catholic Charities Office  
12247 Georgia Avenue  
Silver Spring, MD 20906  
301-942-1790 (V)

**Hours:** Monday through Friday 9am to 5pm  
Individuals and families may apply for all public assistance programs (Maryland Children's Health Program/Care for Kids (limited access), Food Stamps, Temporary Cash Assistance (TCA) and Temporary Disability Assistance Program (TDAP), Child Care Subsidy, Rental Assistance and Maryland Energy Assistance Program or (MEAP). Referrals for medical and dental assistance, furniture, food, and other agencies and nonprofits that provide services may also be accessed at the site.

### **Rainbow Place Shelter**

Rockville Presbyterian Church  
215 W. Montgomery Avenue  
Rockville, MD 20850  
301-762-1496 (V)  
E-mail: [rainbow@rainbowplace.org](mailto:rainbow@rainbowplace.org)  
[www.rainbowplace.org](http://www.rainbowplace.org)

Provide cold weather emergency overnight shelter to adult women age 18+ in Montgomery County who are experiencing homelessness. Open from 7pm to 7am from November 1 through March 31. Clients receive a warm, safe place to sleep, a hot dinner, breakfast, a bag lunch, shower, laundry facilities, limited storage space, limited transportation, access to case management, and referrals to local social service and treatment programs. Clients may be referred from the Montgomery County Crisis Center (240-777-4400) or by self-referral. All self-referrals will be directed to the Crisis Center for an initial screening before returning for shelter services.

### **Smoke Alarm Program – Montgomery County Fire & Rescue Services**

311 (V)  
240-777-0311 (V)

[www.montgomerycountymd.gov/mcfrs-info/firesafety.html](http://www.montgomerycountymd.gov/mcfrs-info/firesafety.html)

Residents of Montgomery County may request a free home safety visit. The installation of free smoke alarms is targeted to high risk individuals that include older people and senior citizens, individuals with mobility, vision or hearing impairments and residents who may have a disability or be economically challenged. Specially designed smoke alarms are available for those who are deaf or hard of hearing.

### **Stepping Stones Shelter**

301-251-0567 (V)  
E-mail: [info@steppingstonesshelter.org](mailto:info@steppingstonesshelter.org)  
[www.steppingstonesshelter.org](http://www.steppingstonesshelter.org)

Provides a continuum of services (emergency shelter, permanent supportive housing, and post-shelter support) for homeless families with children in order to help move them from the crisis of homelessness to a stable home environment. The emergency shelter program offers safe shelter, food, clothing, support services, and educational programming (focus on housing, employment, and financial literacy). Case managers work with families, referring them to needed services, and helping them increase their income and identify options. Tutors work with the school-age children, and employment counselors work one-on-one with residents to provide intense employment counseling and GED tutoring. Also provides support to former resident families in the community as well as permanent housing and on-going support services for two families, each with a disabled head of household through their Hope Housing collaboration with the Montgomery County Coalition for the Homeless.

### **Area Hotlines**

These 24-hour hotlines can provide additional information, referrals and supportive conversation.

**EveryMind:** 301-738-2255 (V)

**National Hopeline  
Network, Suicide and  
Crisis Line:** 1-800-442-4673 (Toll Free)

**Maryland Crisis Line:** 1-800-422-0009 (Toll Free)

**Montgomery County  
Crisis Center:** 240-777-4000 (V)

**National Suicide  
Prevention Lifeline:** 1-800-273-8255 (Toll Free)

### **HELP**

Volunteer programs providing food. Some also provide emergency, transportation, clothing, furniture and financial assistance.

**Bethesda HELP:** 301-365-2022 (V)

**Damascus HELP:** 301-253-4100 (V)

**Gaithersburg HELP:** 301-216-2510 (V)

**Germantown HELP:** 301-482-1320 (V)

**Olney HELP:** 301-774-4334 (V)

**Rockville HELP:** 301-564-0800 (V)

**WUMCO (Western Upper  
Montgomery County) HELP:** 301-972-8481 (V)