

# MONTGOMERY COUNTY, MD - DISABILITY NETWORK DIRECTORY

## Financial Assistance

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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: [DHHSWebsite@montgomerycountymd.gov](mailto:DHHSWebsite@montgomerycountymd.gov), 240-777-1246 (V), MD Relay 711.

### Bethesda Help

301-365-2022 (V)  
E-mail: [info@bethesdahelp.org](mailto:info@bethesdahelp.org)  
[www.bethesdahelp.org](http://www.bethesdahelp.org)

Financial assistance for rent (when there is about to be an eviction), partial or full payment of utility bills (when service is about to be cut off), and prescription medicines (when need is verified by a doctor's office and the client cannot make full or partial payment). You must live within the Bethesda Help service area. This is an area of approximately 25 square miles bounded by the District of Columbia on the south; Falls Road, Montrose Road, and Randolph Road on the north; Veirs Mill Road, Georgia Avenue, and 16th Street on the east; and the Potomac River on the west.

### Child Care Subsidy Program – Working Parents Assistance Program (WPA) – Montgomery County Children, Youth and Family Services

7300 Calhoun Place, Suite 700  
Rockville, MD 20850  
240-777-1177 (V)  
E-mail: [wpa@montgomerycountymd.gov](mailto:wpa@montgomerycountymd.gov)  
[www.montgomerycountymd.gov/HHS-Program/CYF/CYFChildCareSubs-p307.html](http://www.montgomerycountymd.gov/HHS-Program/CYF/CYFChildCareSubs-p307.html)

Can assist eligible families by contributing to the cost of child care through the County funded Working Parents Assistance Program. Maryland's Child Care Subsidy Program is now centralized through the Maryland State Department of Education (MSDE). Parents complete an application for the WPA program, and a caseworker determines eligibility, based on income. Families whose income is under scale for WPA will be referred to CCS Central to complete an application for the state Child Care Subsidy Program.

### Crisis Center – Montgomery County Behavioral Health and Crisis Services

1301 Piccard Drive, 1<sup>st</sup> Floor  
Rockville, MD 20850  
240-777-4000 (24-Hour Immediate Crisis Line)  
240-777-4815 (24-Hour TTY)  
[www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=BHCS/BHCS24hrcrisiscenter-p204.html](http://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=BHCS/BHCS24hrcrisiscenter-p204.html)

24-hour telephone or walk-in crisis counseling. Provides assessment and financial assistance to preserve existing housing and to increase self-sufficiency and determines eligibility for state and federally-funded financial assistance programs.

### Damascus HELP

301-253-4100 (V)  
E-mail: [dh20872@aol.com](mailto:dh20872@aol.com)  
[www.damascushelp.org](http://www.damascushelp.org)

Provide emergency financial assistance to needy persons and families. Serve the areas of upper Montgomery County covered by zip codes 20871, 20872, 20882 north of Brink Rd and 20876 from route 27 north of Brink Rd. On a case by case basis they provide help to people who live just over the Montgomery County line in Monrovia (Frederick County).

### Housing Stabilization – Montgomery County Department of Health and Human Services

1301 Piccard Drive  
Rockville, MD 20850  
240-777-4400 (V)  
[www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=SNHS/SNHSRental-p743.html](http://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=SNHS/SNHSRental-p743.html)

**Rental Assistance Program (RAP)** assist individuals with rental costs for households who meet program eligibility criteria, such as age, income, disability, need or other requirements. RAP assists low income families pay their rent.

**Handicapped Rental Assistance** program helps low income disabled individuals with support towards rental expenses in licensed care facilities.

#### Emergency Eviction Prevention

[www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=SNHS/SNHSEMEvictionPrevent-p745.html](http://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=SNHS/SNHSEMEvictionPrevent-p745.html)

Provides crisis intervention assistance to qualified individuals and families. Includes emergency financial assistance and/or shelter to families and adults who are homeless, at high risk of losing housing (eviction, put out, foreclosure), victims of individual or community disasters, or persons stranded from their homes. Help is also available for overdue utility payments and burial assistance. Welfare avoidance grants (WAG) are available for eligible temporary cash assistance applicants.

**Maryland Energy Assistance Program (MEAP) /  
Electric Universal Service Program (EUSP)  
Office of Home Energy Programs**

1301 Piccard Drive, 4<sup>th</sup> Floor  
Rockville, MD 20850  
240-777-4450 (V)

[www.montgomerycountymd.gov/HHS-Program/SNHS/SNHSUtilityA-p746.html](http://www.montgomerycountymd.gov/HHS-Program/SNHS/SNHSUtilityA-p746.html)

The Maryland Energy Assistance Program helps eligible families with the cost of heating. The Electric Universal Service Program (EUSP) is a Maryland program to help low-income electric customers pay their electric bills. This program provides eligible electric customers help paying their current electric bill. If eligible, a grant will be sent directly to customer's electric utility to help pay past due or ongoing bills. Benefits may help reduce monthly bills. The applicant must agree to budget billing to receive an EUSP grant.

**Montgomery County Community Action Agency**

1401 Rockville Pike, 3<sup>rd</sup> Floor  
Rockville, MD 20850  
240-777-1697 (V)

[www.montgomerycountymd.gov/hhs-program/oca/communityaction/communityactionindex.html](http://www.montgomerycountymd.gov/hhs-program/oca/communityaction/communityactionindex.html)

Reduce poverty and increase self-sufficiency among County residents through services, partnerships and advocacy. VITA (Volunteer Income Tax Assistance) program coordinates free, year-round tax preparation for low-income residents.

**Neighborhood Opportunity Network – Montgomery  
County Department of Health & Human Services**

311 (in the County)  
240-777-0311 (outside of the County)  
301-251-4850 (TTY)

**Gaithersburg Office**

Family Services, Inc.  
610 East Diamond Avenue, Suite 500  
Gaithersburg, MD 20877

**Hours:** Monday through Thursday, 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m.; Fridays, 9:00 a.m. to 11:00 a.m. and 1:00 p.m. to 2:00 p.m.

**Silver Spring Office**

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

**Hours:** Monday through Friday, 9:00 a.m. to 11:00 a.m. and by afternoon appointment.

**Catholic Charities Office**

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

**Hours:** Wednesday and Friday, 9:00 a.m. to 4:00 p.m. and by appointment.

**WorkSource Montgomery Office**

11002 Veirs Mill Road, 1st Floor  
Wheaton, MD 20902  
301-946-1806 (V)

**Hours:** Monday and Tuesday, 9:00 a.m. to 3:00 p.m. Partners help residents from any area access food stamps, medical referrals, Maryland Children's Health Program, temporary cash assistance, temporary disability assistance program, child care, rental and utility assistance. Bilingual staff is available.

**Olney HELP**

301-774-4334 (V)  
[www.olneyhelp.org](http://www.olneyhelp.org)

Provide limited financial aid, once a year to prevent foreclosure or eviction, to help prevent cut-off of utilities, and to purchase essential medications. Serve Olney, Brookeville, Brinklow, Sandy Spring or Ashton, Maryland (Zip codes 20832, 20833, 20860, 20861 and 20862).

### **Pepco – Payment Assistance**

202-833-7500 (Customer Service)

**Customer Service Hours:** Monday through Friday, 7:00 a.m. to 8:00 p.m.

#### **Montgomery County Customer Service Center**

201 West Gude Drive  
Rockville, MD 20850

**Customer Service Center Hours:** Monday through Friday, 10:00 a.m. to 2:00 p.m.

[www.pepco.com/MyAccount/MyBillUsage/pages/PayMyBill.aspx](http://www.pepco.com/MyAccount/MyBillUsage/pages/PayMyBill.aspx)

Customer service representatives will work with you if you are experiencing difficulty in paying your Pepco bill. Customers can enroll in budget bill, individually tailored payment arrangements, or due date extensions.

### **Public Assistance Programs – Montgomery County**

311 (in the County)

240-777-0311 (outside of the County)

**Temporary Cash Assistance (TCA) and Temporary Disability Assistance Program (TDAP)** programs provide benefits, cash assistance and employment resources to people with low income or disabilities. The TAC program is for families with children. The TDAP program is for disabled single adults with no children.

#### **Supplemental Nutrition Assistance Program – SNAP**

(formerly known as Food Stamps) can be applied for online at <https://mydhrbenefits.dhr.state.md.us>, by mail, fax, or you can apply in person at a regional office based on your zip code. Applicants are seen on a walk-in basis or by appointment. The **Maryland Medical Assistance Program** is a State program that assists low-income individuals with help for medical expenses, including some prescription costs. **Burial Assistance** program offers limited assistance with the cost of funeral arrangements to low-income Montgomery County residents. Family member or authorized representative of the deceased must complete an application, and an interview must be conducted. Applicants are seen on a first come, first served basis and must go into one of the Emergency Services offices, based on zip code. The deceased must have resided in Montgomery County.

### **Rockville HELP**

301-564-0800 (V)

E-mail: [rockvillemdhelp@gmail.com](mailto:rockvillemdhelp@gmail.com)

[www.rockvillehelp.org](http://www.rockvillehelp.org)

Provide limited financial aid to help with rent, mortgage, utilities, prescriptions, gasoline, bus or taxi fare and many other special needs. Serve Rockville residents in an area bounded by Redland Road, Needwood Road, and Muncaster Mill Road on the north; Norbeck Road and the Rock Creek Trail on the east, Randolph Road and Montrose Road on the south, and Rockville City limits on the west.

### **SafeLink Wireless**

1-800-723-3546 (Toll Free)

[www.safelinkwireless.com](http://www.safelinkwireless.com)

Program enables qualifying customers to receive a free SafeLink wireless cell phone and free cellular service. Eligibility requirements. Must already participate in one of the following assistance programs: Electric Universal Service Program; Food Stamps; Maryland Energy Assistance Program; Medical Assistance; Public Assistance to Adults; Supplemental Security Income (SSI); Temporary Cash Assistance; and Temporary Disability Assistance Program. The Federal Communications Commission (FCC) with the help of the Universal Service Administrative Company (USAC) administers the federal Universal Service Fund (USF) that supports the Lifeline program.

### **Social Security Administration**

1-800-772-1213 (Toll Free)

1-800-325-0778 (TTY)

[www.ssa.gov](http://www.ssa.gov)

Apply for Disability, Medicare and Supplemental Security Income (SSI) online or at the following locations:

#### **Rockville Office**

315 N. Washington Street  
Rockville, MD 20850

**Hours:** Monday, Tuesday, Thursday and Friday, 9:00am to 4:00pm; Wednesday, 9:00am to 12:00pm.

#### **Silver Spring Office**

10230 New Hampshire Avenue, Suite 304  
Silver Spring, MD 20903

**Hours:** Monday, Tuesday, Thursday and Friday, 9:00am to 4:00pm; Wednesday, 9:00am to 12:00pm.

### **Universal Service Administrative Company – Lifeline Program**

1-800-234-9473 (Toll Free)

E-mail: [lifelinesupport@universalservice.org](mailto:lifelinesupport@universalservice.org)

[www.lifelinesupport.org](http://www.lifelinesupport.org)

Federal program that provides a monthly benefit on home or wireless phone and broadband service to eligible households. The Lifeline benefit can lower or eliminate the cost of your monthly phone or internet bill. Only one benefit is available per household; either phone service (home or wireless) or internet (home or mobile), but not both. You must be enrolled in one of the following programs to be eligible: SNAP, SSI, Medicaid, Federal Public Housing Assistance, Veterans Pension and Survivors Benefit Program, income below the Federal poverty guideline, and HEAD Start. If you are eligible, apply for a benefit through a participating company in your area:

<https://data.usac.org/publicreports/CompaniesNearMe/Download/Report>.

### **Upper Montgomery Assistance Network**

301-926-4422 (V)

[www.uman-mc.org](http://www.uman-mc.org)

**Hours:** Monday thru Thursday, 9:00am to 1:00pm.

Provide emergency financial assistance, education, and referral services to those who are at risk of homelessness or are disconnected from vital utility services. arranges for funds to be provided to landlords, mortgage companies, or utility companies for residents who are facing immediate loss of housing or utility services. Serve Gaithersburg, Germantown and Derwood (zip codes 20855, 20874, 20876, 20877, 20878, 20879, 20880, 20882 and 20886).

### **Washington Area Fuel Fund (WAFF) Montgomery County Salvation Army**

Kelly Caplan, WAFF Administrator

20021 Aircraft Drive

Germantown, MD 20874

301-515-5354 (V)

E-mail: [kelly.caplan@washgas.com](mailto:kelly.caplan@washgas.com)

[www.washingtonareafuefund.org](http://www.washingtonareafuefund.org)

Emergency assistance for persons whose utility services will be cut off. WAFF pays for the primary heating source. If you are a gas or electric heating customer, you must already have received a termination notice or warning of future disconnection from the utility providing the primary source of heat. To be eligible, you must be in an emergency situation and no longer eligible for any government energy assistance programs. If you heat with oil, coal, wood, kerosene or another fuel, you must demonstrate that you do not have the funds to purchase fuel and cannot buy fuel on credit. To be eligible, you must be in an emergency situation and no longer eligible for any government energy assistance programs. Assistance available January 1<sup>st</sup> to May 31<sup>st</sup>. Administered by the Salvation Army and Washington Gas.

### **WUMCO (Western Upper Montgomery County) HELP**

301-972-8481 (V)

E-mail: [wumco2@gmail.com](mailto:wumco2@gmail.com)

[www.wumcohelp.org](http://www.wumcohelp.org)

Provide assistance with housing and utility costs. Service area includes roughly the area from Frederick County line (northwest) to Potomac River (west/southwest) to Clarksburg and Germantown (east), including the towns of Poolesville, Boyds, Barnesville, Dickerson and Beallsville.