

Montgomery County Department
of Health and Human Services

Guide to Community Services

June 2010



*Building a Healthy, Safe
and Caring Community.
One Person at a Time.*

This information is available in
an alternative format by calling:

240-777-1864 TTY 240-777-1398

Internet Information:

This document and other
information about the
Department of Health and
Human Services is available on
the Department's website at:
montgomerycountymd.gov/hhs



**VOLUNTEER
OPPORTUNITIES**

Volunteer Center

240-777-2600

Looking for ways to put
your talents to work in the
community? The Montgomery
County Volunteer Center helps
match individuals, families
and groups with the programs
that need help the most. Call
and find out about volunteer
opportunities for everyone
from students to seniors.

If you have an item you
would like to donate:

240-777-2600



**For information on any
services provided by
Montgomery County
Department of Health
and Human Services,
please call Montgomery
County Information at**

3-1-1

TTY 240-773-3556

montgomerycountymd.gov/311

Calls are received in any language



24 HOUR EMERGENCY AND HOTLINE NUMBERS

Ambulance, Fire, Police 911

Adult Abuse and Neglect Hotline
240-777-3000

TTY 8:30am-5:00pm Mon-Fri
240-777-4575
TTY after 5:00pm weekdays,
all day on weekends
240-777-4815

Child Abuse and Neglect Hotline
240-777-4417

Crisis Center Hotline
240-777-4000 TTY 240-777-4815

Mobile Crisis Team
240-777-4000 TTY 240-777-4815

Rape/Sexual Assault Victim Crisis Line
240-777-4357

TTY 8:30am-5:00pm Mon-Fri
240-777-1347
TTY after 5:00pm weekdays
all day on weekends
240-777-4815

Spouse Abuse/Abused Persons
Crisis Line

240-777-4673
TTY 8:30am-5:00pm Mon-Fri
240-777-4850
TTY after 5:00pm weekdays,
all day on weekends
240-777-4815

Emergency Shelter
240-777-4000 TTY 240-777-4815

OTHER IMPORTANT NUMBERS

HHS and Montgomery County
Information Line, 3-1-1
TTY 240-773-3556

Americans with Disabilities Act (ADA)
Compliance Officer
240-777-3050 TTY 240-777-1398

ADVISORY BOARD AND COMMISSIONS

Adult Public Guardianship
Review Board
240-777-3144

Alcohol and Other Drug Abuse
Advisory Board
240-777-4392

Board of Social Services
240-777-4513

Collaboration Council for Children,
Youth and Families
240-777-1665

Commission on Aging
240-777-1120 TTY 240-777-1236

Commission on Child Care
240-777-4659

Commission on Children
and Youth
240-777-1110

Commission on Health
240-777-1141

Commission on People
with Disabilities
240-777-1246 TTY 240-777-1236

Community Action Agency
301-565-7460

Juvenile Court Committee
240-777-3307

Mental Health Advisory
Committee
240-777-1485

Domestic Violence Coordinating
Council
240-777-7099

Victim Services Advisory Board
240-777-4210

GUIDE TO SERVICES

Following is a listing of programs and services offered by the Montgomery County, Maryland Department of Health and Human Services. If you cannot find the information or assistance you need, check the index in the back of this book or call the Department of Health and Human Services at 240-777-1245 TTY 240-777-1295.

Although this listing does not include the many organizations we work with in the private sector, you can find information about their programs through the Services Locator on our website at www.montgomerycountymd.gov.

This guide contains information only about services offered in Montgomery County. To reach the U.S. Department of Health and Human Services, please call 202-619-0257.

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FREQUENTLY ASKED QUESTIONS

How do I report possible abuse or neglect of children, seniors or other vulnerable adults?

Adult Protective Services
240-777-3000 TTY 240-777-4575

Child Protective Services
240-777-4417 TTY 240-777-3556

How do I find child care?

LOCATE: Child Care
240-777-3130

How do I complain about a child care provider?

Maryland State Child
Care Administration
800-332-6347 TTY 800-925-4434

Can I adopt a child or become a foster parent?

240-777-1664 TTY 240-777-3556

How can I get help obtaining child support?

Office of Child Support Enforcement
800-332-6347

Do I qualify for Medicaid?

Income Supports:

Germantown
240-777-3420 TTY 240-777-3422

Rockville
240-777-4600 TTY 240-777-4410

Silver Spring
240-777-3100 TTY 240-777-1478

East County
240-777-4470 TTY 240-777-4468

Can I receive Meals on Wheels?

Call Senior Nutrition Programs
240-777-3810 TTY 240-777-1236

Where can my child get immunized?

Call the Immunization Program
240-777-1050 TTY 240-777-1598

Do I qualify for food stamps?

Income Supports

Germantown
240-777-3420 TTY 240-777-3422

Rockville
240-777-4600 TTY 240-777-4410

Silver Spring
240-777-3100 TTY 240-777-1478

East County
240-777-4470 TTY 240-777-4468

Where do I call for help with substance abuse?

Addictions Services Coordination
240-777-4710

How can I find affordable housing?

Housing Opportunities Commission
240-773-9000 TTY 301-949-5326

Where do I call for problems concerning a well or septic line?

Code Enforcement
240-777-3785 TTY 240-777-3679

Department of Permitting Services
240-777-6300 TTY 240-777-6756

What can I do if my house or another building is unsafe?

Code Enforcement
240-777-3785 TTY 240-777-3679

Is there any help available if I cannot pay my utility bills?

Maryland Home Energy Program
240-777-4450 TTY 800-925-4434

Where can I call for information about Social Security?

800-772-1213 TTY 800-325-0778

Where do I call to report hazardous fumes, chemicals and other materials?

Department of Environmental
Protection
240-777-7788 or CALL 911

AGING AND DISABILITY SERVICES

Information, services, protections and opportunities that promote choice, independence and inclusion for seniors and persons with disabilities and help them remain in, or return to their homes, if they choose.

ADULT PROTECTIVE SERVICES

240-777-3000 (24 Hours)

To report the abuse, neglect, or the financial exploitation of a vulnerable adult. 24 hour services.

INFORMATION AND ACCESS TO AGING AND DISABILITY SERVICES

240-777-3000 TTY 240-777-4575

Information, assessment and referral services for children, adults and seniors who are in need of care because of a physical, developmental, sensory and/or psychiatric disability. Call to:

- Consult, obtain information and referral about services for seniors and persons with disabilities;
- Discuss needs for protection of someone whom you feel is being abused/neglected or is experiencing self-neglect;
- Obtain a phone assessment to determine if a face-to-face visit is necessary to determine what services are needed to remain at home or, to discuss other housing or living options;
- Request an assessment for in-home/personal care services that are available on a sliding fee scale;

- Access other services such as financial assistance, respite care, case management, advocacy and linkage with a range of services.

DEVELOPMENTAL DISABILITY SERVICES – COMMUNITY SUPPORT NETWORK

240-777-1216 TTY 240-777-1217

Resources, information, and referral to programs for children and adults with developmental disabilities. Assists individuals and families in accessing services through the State and/or County. Programs include: Respite Care, My Turn Program, Transitioning Youth Services, Resource Coordination for individuals enrolled in Community Pathways, Service Coordination for children in the Autism Waiver, and Homeless case management.

HEALTH INSURANCE COUNSELING

301-590-2819

Senior Health Insurance Counseling and Advocacy Program (SHICAP) works with seniors and persons with disabilities to understand their options and rights under Medicare, Medicare + Choice and Medicaid and to obtain information on Medigap policies and long term care insurance.

LONG TERM CARE OMBUDSMAN

Nursing Home Complaints

240-777-3369 TTY 240-777-1236

Assisted Living and Group Home Complaints

240-777-3910 TTY 240-777-1236

Investigation and resolution of complaints or concerns about nursing homes, large assisted living facilities and group homes.

MEDICAL ASSISTANCE OUTREACH AND LONG TERM CARE

Medicaid (nursing homes)

240-777-3995 TTY 240-777-1236

Medicaid Outreach

240-777-3397 TTY 240-777-1236

Determines eligibility for Medical Assistance for aged, blind, and disabled persons who reside in nursing homes, hospitals, mental health treatment, and long term care facilities, to cover expenses for medical treatment, medical supplies, and prescription drugs.

RECREATION

Senior Centers, SOAR and Recreation Programs

301-468-4540 TTY 240-777-6974

Therapeutic Recreation Programs

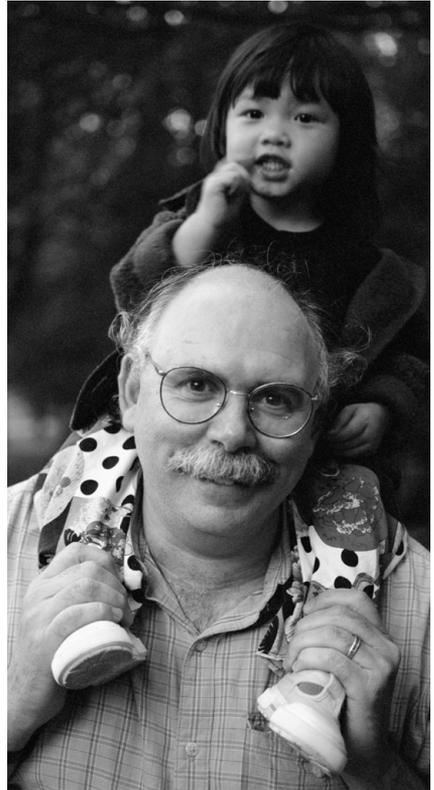
240-777-6960 TTY 240-777-6974

For people with disabilities

RESPITE SERVICES OF MONTGOMERY COUNTY

301-816-9647

Occasional, temporary relief to individuals and families who are giving full-time care to children, adults and seniors with disabilities. Care is provided under contract with ARC of Montgomery County by trained, certified care workers in the family's home or in the care worker's home.



SENIOR NUTRITION PROGRAM

240-777-3810 TTY 240-777-1236

Nutritious meals with opportunities for seniors to socialize in setting where programs and other services are available. Provides nutrition education, **Meals on Wheels** for seniors who have mobility impairments.

SPECIAL NEEDS LIBRARY

240-777-0960 TTY 897-2217

Information and reading materials for people with disabilities, their families and service providers includes large print books, Talking Book services, computer training room, reading equipment for people with low vision and a disabilities collection.

TRANSPORTATION FOR SENIORS AND PEOPLE WITH DISABILITIES

Call 'N Ride

301-948-5409 FAX 301-258-0206

Transportation for seniors and people with disabilities who meet low-income eligibility requirements.

Connect-A-Ride

301-738-3252 TTY 301-881-5263
FAX 301-231-9360

Transportation information, assistance and referral about all transportation options.

MARC - Maryland Rail Commuter

800-325-7245 TTY 410-859-7420

Medicaid Transportation Information Line

Transportation for medical appointments to Medicaid providers.

Information:

240-777-5890

Reservations:

240-777-5899 FAX 240-77-5891

MetroAccess

301-562-5360, 5361 TTY 301-588-7535

Public transportation system for people with disabilities who are certified by WMATA as unable to use accessible fixed route public transportation.



Metrobus, Metrorail

202-637-7000 TTY 202-638-3780

Ride On Bus

240-777-7433 TTY 240-777-5869

For MetroAccess participants who do not qualify for the Call 'N Ride Program because of income requirements.

Same Day Access Program

301-948-5409 TTY 301-258-0206

For certified MetroAccess participants to purchase one Call "N" Ride taxi coupon book per month.

VOLUNTEER OPPORTUNITIES

Volunteer Center.....240-777-2600

See inside front cover

BEHAVIORAL HEALTH AND CRISIS SERVICES

Mental health, substance abuse, crisis services and services for abused persons and victims of crime who are residents of Montgomery County or whose crime was committed in the County.

CRISIS SERVICES**Crisis Center**

240-777-4000 TTY 240-777-4815

1301 Piccard Drive, Rockville

24-hour/7-days-a-week telephone or walk-in and mobile outreach assistance that includes crisis counseling, brief psychiatric stabilization and help in obtaining services for individuals and families in a situational or mental health crisis, for adult abused persons and for victims of crimes and sexual assault. Assists with emergency shelter services to homeless adults and families (after hours only). Provides crisis counseling services to the community in aftermath of traumatic events. All Montgomery County residents who are in crisis are eligible. There is no charge for initial crisis service.

Crisis Line

240-777-4000 TTY 240-777-4815

Critical Incidents and Disasters

240-777-4000 TTY 240-777-4815

Victim Assistance/Sexual Assault Crisis Line

240-777-4357 TTY 240-777-1347

Abused Persons Crisis Line

240-777-4673 TTY 240-777-4850

Mobile Crisis Team

240-777-4000 TTY 240-777-4815

Mental Health Association Hotline (Supportive Listening)

301-738-2255

ADULT ADDICTION SERVICES**Addiction Services Intake**

240-777-4710, 240-777-1770
TTY 240-777-4465

255 Rockville Pike, Suite 145
Rockville

Intake, assessment and referral services for drug and alcohol-involved adults, whether voluntary or court ordered.

Outpatient Addiction Services

240-777-1680 TTY 240-777-1399

Outpatient Addiction Services provides an array of treatment options for Montgomery County residents age 18 and over who are publicly funded. Available services include intensive outpatient and outpatient substance abuse services, medication assisted treatment, adult mental health services, and adult drug court treatment. OAS specializes in treating individuals with co-occurring substance use and mental health issues.

Jail Addiction Services

240-773-9732

Intensive education, treatment and referral services for eligible alcohol/drug addicted inmates in the Montgomery County Correctional Facility.

Urine Monitoring Program

240-777-4710

Urine collection and testing for drugs of abuse serving Montgomery County residents, treatment agencies and criminal justice services.

ADULT MENTAL HEALTH SERVICES

Outpatient mental health treatment and case management services for adults with serious mental illness.

Access to Behavioral Health Services

240-777-1770

255 Rockville Pike, Rockville

For help locating services for mental health and/or substance abuse problems for residents without health insurance. Addictions assessments for the uninsured are provided on site. Information and referral assistance for mental health resources in the community is provided by telephone.

Adult Behavioral Health Program

240-777-1323

2424 Reedy Drive, Suite 300
Wheaton

Outpatient behavioral health treatment and case management for adults with serious and persistent mental illness who are not eligible for the Public Mental Health System, or who may have difficulty having their needs met due to the acuity of their illness or their need for other than English language capacity. For referrals, call 240-777-1770.

Mental Health Services for Seniors

301-572-6585, Extension 139

Outreach and mental health services in English and Spanish for homebound seniors provided through Affiliated Sante Group.

Mental Health Services for Persons with Developmental Disabilities

301-572-6585, Extension 176

Services for persons with developmental disabilities provided through Affiliated Sante Group.

Mental Health Services for Persons Who Are Deaf

301-881-3700 TTY 301-990-7215

Services for persons who are deaf provided through Jewish Social Services Agency.

Email: hhornstein@jssa.org

Mental Health Community Case Management Services

240-777-4720

Case management linkages, referrals, and treatment engagement for adults with serious and persistent mental illness, homeless or criminal justice involved.

Mental Health Core Service Agency

240-777-1400

Planning, development, monitoring and evaluation of publicly funded behavioral health care services for special populations. Target populations include children with serious emotional and behavioral disorders, adults with severe and persistent mental illness, homeless mentally ill persons and elderly persons with mental health needs.

CHILD MENTAL HEALTH AND ADDICTION SERVICES**Child and Adolescent Outpatient Mental Health Services**

240-777-1450 FAX 240-777-1367

8818 Georgia Avenue, Suite 500
1st Floor, Silver Spring

240-777-1432 FAX 240-777-4447

7300 Calhoun Place, Rockville

Family-focused outpatient mental health services to children and adolescents and their families who are residing in Montgomery County and dealing with mental health, behavioral, substance abuse and/or victimization problems who have Medicaid, no health insurance, or are undocumented.

Maryland Choices

301-947-0023

Maryland Choices serves children with serious emotional problems and their families. Choices, Inc. is a nonprofit, community-centered organization that coordinates services for individuals and families involved in one or more governmental systems. Choices strives to provide an integrated care system that individualizes the needs of the clients, reorganizes the funding structures to maximize tax dollars and builds accountability into the delivery system through a community based provider network.

Montgomery County Federation of Families for Children's Mental Health

301-681-8929

Family-to-family support, education program, advocacy, and leadership opportunities for families of children with emotional behavioral and mental health challenges. Also offers activities for youth with these challenges. Services provided by families of children with these challenges.

www.mcfof.org

VICTIM SERVICES**Abused Persons Program (APS)**

240-777-4210 TTY 240-777-4850

1301 Piccard Drive, 1st Floor
Rockville

Services to victims of partner abuse include crisis intervention and safety planning, counseling for victims, support and advocacy through the civil and criminal justice system, and emergency shelter services. Counseling for individuals who have been abusive.

APS Crisis Line (24 Hours)

240-777-4673 (HOPE)

240-777-4815 TTY

APS Crisis Center

240-777-4000 (24 Hours)

1301 Piccard Drive, 1st Floor
Rockville

After hours, weekends and holidays walk-in crisis, counseling, and advocacy services.

Family Justice Center

600 Jefferson Street
Rockville

Walk-in crisis, counseling and advocacy services during regular business hours.

Victim Assistance and Sexual Assault Program (VASAP)

Crisis Line and Walk-In Service provided through the Crisis Center
240-777-4357 (HELP)
www.vasap.org

1301 Piccard Drive, 4th Floor
Rockville

Administration/Intake

240-777-1355 TTY 240-777-1347

Outreach to victims of sexual assault at hospital emergency rooms or police stations. Crisis and ongoing counseling to victims of general crime, rape/sexual assault and adults molested as children. Support groups for homicide survivor victims, adults molested as children and for rape victims. Compensation to eligible victims for financial losses resulting from crime victimization. Assistance with criminal justice system and with application to the Maryland Criminal Injuries Compensation Board. Educational programs for professionals, schools and community groups.



CHILDREN, YOUTH AND FAMILY SERVICES

Promotes opportunities for children to grow up safe, healthy, and ready for school, and for families and individuals to be self-sufficient.

EARLY CHILDHOOD SERVICES

Infants and Toddler's Program

240-777-3997 TTY 301-610-7190

Assistance to families with children birth to three years old where there is a concern about development or a documented developmental delay. Early intervention is provided at four regional sites.

Child Care Resource and Referral Center

240-777-3110 TTY 301-279-1810

332 W. Edmonston Drive, Rockville

Works with parents, child care providers, businesses, and community members to help promote the availability of quality child care services in the County and the State. Provides parents with child care referrals and information on evaluating quality child care. Also offers training and support services for child care providers to establish and improve their programs. (LOCATE Child Care, 240-777-3130 to find a licensed child care provider)

ChildLink

240-777-GROW (4769)

Information and resources for parents and caregivers with children birth to five years old. Serves as a point of entry and referral source for a wide variety of services and information, including parenting, health, mental health, preschool education and child care, special needs, home visiting and recreational activities.

CHILD AND ADOLESCENT SERVICES

Linkages to Learning

240-777-1731

Community services for children and families at selected schools to enable children and adolescents to reach their optimal physical and mental health, achieve academic success and become socially secure in the community.

Child Welfare Services

240-777-3500 TTY 240-777-3556

- Adoption – prepares children who are under guardianship of the department for permanent placement with adoptive families.
- Community Education – outreach to educate community groups on child welfare issues.
- Family Preservation – home-based services to families with children at risk of out of home placement.
- Foster Care – provides case management and plans permanent situations for children who have been placed in foster care.
- Protective Services – investigates reports of child abuse and neglect to ensure the safety of children and provides services to help families stay together.

240-777-4417

Conservation Corps

301-929-5554

One-year program to improve the employability and citizenship of out-of-school and unemployed youth ages 17 through 24.

Child Care Subsidy Program

240-777-1155

7300 Calhoun Place, Rockville

Vouchers for eligible families to help purchase child care services.

Maryland Office of Child Support Enforcement

800-332-6347

State office that assists parents with obtaining court-ordered child support payments.

Juvenile Justice Services

240-777-1430

Coordination and support services for all juvenile justice activities within the Department of Health and Human Services.



Screening and Assessment for Children and Adolescents (SASCA)

240-777-1430

Screening and assessment for children and adolescents in need of mental health and/or related to substance abuse services.

Street Outreach Network (SON)

240-777-1001

A program that assists in the prevention, neutralization, and control of hostile behavior in high risk youth and youth gangs through the development of positive relationships between youth, community stakeholders, and the program outreach workers. Outreach workers utilize positive youth development programs and leisure time activities as the intervening vehicle for redirecting antisocial and aggressive behaviors.

INCOME, FOOD AND MEDICAL SUPPORTS

Benefits to eligible residents include Temporary Cash Assistance, Food Stamps, Medical Assistance, Temporary Disability Assistance Program (TDAP).

Germantown
240-777-3420 TTY 240-777-3422

Rockville
240-777-4600 TTY 240-777-4410

Silver Spring
240-777-3100 TTY 240-777-1478

East County
240-777-4470 TTY 240-777-4468

- Temporary Cash Assistance (TCA) – a Federal/State program for eligible children and their parents or other caretaker relative that provides limited cash assistance. Parents are required to be working toward employment and self-sufficiency in order to receive benefits.

- Food Stamp Program – provides benefits monthly to eligible households to buy food.

- Medical Assistance Program – provides health benefits for low-income people.

- Temporary Disability Assistance Program (TDAP) – a State program to help Maryland residents who are totally disabled and cannot work. See also Aging and Disability Services.

- Refugee Cash Assistance – Federal program that provides cash assistance to financially needy refugees to help adjust to the first eight months in the United States.

- Refugee Medical Assistance – coverage for refugees who do not qualify for another medical assistance program during their first eight months in the United States.

EMPLOYMENT SERVICES

240-777-3488

7300 Calhoun Place, Rockville

Assistance to families to end – or avoid – cash assistance by helping them find or maintain a job. Provides vouchers to eligible families to assist with the purchase of child care while the parent is participating in employment activities. The Employment Service Program is for eligible Temporary Cash Assistance, Food Stamp recipients, and non-custodial parents.

OFFICE OF COMMUNITY AFFAIRS

Develops and implements outreach strategies and initiatives targeted to ethnically and culturally diverse populations who are disproportionately under served by health and human services. The office is also responsible for the department’s compliance with federal LEP requirements, cultural competency of services, health disparities and self sufficiency, and minority health programs

COMMUNITY ACTION

301-565-7460

8210 Colonial Lane, Silver Spring

Works to reduce the adverse effects of social and economic conditions on the County’s low-income residents. Community Action provides:

- Community liaison and leadership development, building partnerships among community residents and public and private agencies;
- Coordination of the Head Start program with Montgomery County Public Schools;
- Employment/economic development and multicultural outreach;
- Demographics, research and special projects for the County.

TESS COMMUNITY SERVICES CENTER

301-565-7675

8513 Piney Branch Road
Silver Spring

Bilingual (Spanish/English) information and referral regarding community government programs that includes help for low-income residents, short-term counseling, legal aid and consumer credit counseling.

AFRICAN AMERICAN HEALTH PROGRAM

240-777-1833

Addresses health disparities affecting African Americans in Montgomery County. Services include diabetes education, HIV counseling and testing, nurse case management for high-risk, pregnant women, and community health education and outreach. Primary medical care for low-income adults is available at The Peoples Community Wellness Center, 301-847-1172.

ASIAN AMERICAN HEALTH INITIATIVE

240-777-4517

Provides culturally competent health services for Asian Americans in Montgomery County. Programs include cancer, hepatitis B, and diabetes education and screening. Cancer screening services available to those who are eligible. Visit our website for more information, www.AAHInfo.org

LATINO HEALTH INITIATIVE

240-777-3221, www.lhiinfo.org

Seeks to improve the health of Latino families in Montgomery County and to improve the quality of services they receive. Enhances coordination between existing health programs and services, provides technical assistance to programs and services, develops and supports model programs and services, and advocates for policies and practices that effectively reach and serve Latinos.

“Ama tu Vida”

Campaign240-777-4173

Asthma Management

Pilot Program240-777-3384

Health Promoters Program

“Vias de la Salud”240-777-3470

Latino Youth Wellness Program.....240-777-4173
 Foreign-Trained Health Professionals Program.....240-777-4796
 Smoking Cessation Program for Latinos240-777-4630
 System Navigator & Interpreter Program.....301-279-8432
 Latino Data Workgroup.....240-777-1779
 Community Engagement Workgroup240-777-1779

PUBLIC HEALTH SERVICES

Responsible for preventing epidemics and the spread of disease, promoting healthy behaviors, enforcing health laws and regulations, and assuring the quality and accessibility of health services.

Birth and Death Records Office

240-777-1757
 2000 Dennis Avenue, Silver Spring
 Maryland Division of Vital Records
 800-832-3277

Certified death certificates (with State approved documentation) can be issued for up to 30 days from the date of death when the certificate is filed in this office. A fee is charged for each document. If more than 30 days from date of death, the death certificate must be obtained from the Maryland State Division of Vital Records, P. O. Box 68760, Baltimore, Maryland 21215.

Statement of Age cards (verification of birth) can be issued only only persons born in Montgomery County with a photo ID. A fee is charged for each card. Currently, Montgomery County does not have a walk-in location to obtain a Maryland State

Certified Birth Certificate. This can be obtained from the Maryland State Division of Vital Records.

Cancer Control Programs

- Screening, diagnosis and treatment services available for eligible individuals.
- Breast and Cervical Cancer240-777-1750
- Colorectal Cancer240-777-1222
- Oral Cancer240-777-3496
- Prostate Cancer240-777-1848

Communicable Disease and Epidemiology

- 240-777-1790
- TTY for all services, 240-777-1598
- 2000 Dennis Avenue, Silver Spring
- Disease Control Services
240-777-1755
- Emergency Preparedness Team
240-777-3038
- HIV/AIDS Services
240-777-1869
- HIV Dental Services
240-777-1737
- International Travel Information
240-777-1755
- Lyme Disease Information
240-777-1755
- Refugee/Migrant Health Services
240-777-3102
- Sexually Transmitted Diseases
240-777-1760
- Tuberculosis Control
240-777-1800
- Rabies Vaccine Information
240-0777-1755
- West Nile Virus Information
240-777-1755

Dental Services

240-777-1875

Primary and preventive dental care for eligible enrollment populations: children up to age 18 years in Care for Kids, maternity clients in HHS Maternity Partnership, adults in Montgomery Cares Safety Net Program, and Seniors age 60 years and older who are enrolled in the County's Service Eligibility Unit (SEU). Additional dental services are provided to persons living with HIV/AIDS who are enrolled through local health departments in 5 Maryland counties. Eligibility varies by population based on the enrollment program.

Eligibility Determination (SEU)

Service Eligibility Units determine financial eligibility and enrolls eligible individuals into a variety of public and private health care programs, including:

- Maryland Children's Health Program (MCHP)
- Care for Kids – medical care for low-income children not eligible for MCHP
- Maternity Partnership Program
- Dental Services for uninsured children

Locations:

Germantown Health Center
12300 Middlebrook Drive
240-777-3591 TTY 240-777-3422

Rockville Health Center
1335 Piccard Drive
240-777-3120 TTY 240-777-3422

Silver Spring Health Center
8630 Fenton Street, 10th Floor
240-777-3066 TTY 240-777-1478

Food Poisoning

240-777-3986

To report poisoning caused by food ingestion.

Health Services Information Line

301-270-8432

Information provided in Spanish and English on how to obtain low-cost medical care.

Monday - Friday, 8:00am-8:00pm

Health Promotion

240-777-1710

Public education, information training related to access to breast and cervical cancer screenings and case management for women; child abuse and injury prevention; faith-based outreach for chronic disease prevention; healthy pregnancy outcomes; and obesity prevention.

Immunizations

240-777-1050 TTY 240-777-1598

Information on immunizations is available 24 hours a day from the Immunization Line at 240-777-1050.

Childhood immunizations are available at the four locations listed below. Call for hours.

Germantown Health Center
12900 Middlebrook Road
Germantown
240-777-3380

Silver Spring Health Center
8630 Fenton Street
Silver Spring
240-777-3160

Dennis Avenue Health Center
2000 Dennis Avenue
Silver Spring
240-777-1050

School Health Services Center
4910 Macon Road
Rockville
301-0468-4529

Flu and pneumonia shots are available in season for adults. Call 240-777-1050 for information.

Lead Poisoning Prevention Program

240-777-3118

All children should be tested for lead poisoning at 12 months and at 24 months. Lead poisoning prevention education, outreach, case management and referrals for lead testing are available.

Licensure and Regulatory Services

240-777-3986

Enforces State and County laws related to food service facilities, smoking in public places, nursing homes, group homes, swimming pools, rat/vermin control, private educational institutions, and miscellaneous business licenses, including those required for raffles.

Montgomery Cares

301-628-3455

Medical clinics that provide primary care to medically uninsured, low income adult residents of Montgomery County. Funded in part by Montgomery County to help support a network of independent, nonprofit clinics. To qualify for services, you must provide proof you live in Montgomery County and that your income is limited.

School Health Services

240-777-1550

Prevention, detection and correction of health and developmental problems for public school students in Montgomery County. Manages the care of ill and injured students, administers medications and treatments. Provides health assessments, health counseling, health education/promotion, and case management and referral services. Provides the health care component for Head

Start programs and Linkages to Learning, including the School-Based Health Centers. Provides hearing and vision screening. Provides immunizations and tuberculosis screening of a newly enrolled international students. Provides consultation to private schools.



SPECIAL NEEDS HOUSING

Provides emergency housing services to adults and families, including evenings and weekends: 24 hours, 7 days a week, through the Crisis Center (page 8). Services include preventing eviction or utility cut-off, assistance for rent and utilities, homeless services, and more.

EMERGENCY HOUSING ASSISTANCE

Case assessment, information and referral, and/or short term case management services to families and adults in need of emergency financial assistance and/or shelter who are homeless, at risk of loss of housing, victims of individual or community disasters, or persons stranded away from home. For emergency shelter after regular business hours and on weekends, please call the Crisis Center at 240-777-4000.

During business hours, visit:

Germantown
12900 Middlebrook Road
240-777-4448 TTY 240-777-3422

Rockville
1301 Piccard Drive
240-777-4550 TTY 240-777-4410

Silver Spring
8818 Georgia Avenue
240-777-3075 TTY 240-777-1478

SUPPORTIVE HOUSING SERVICES**Transitional Services**

240-777-4550

Transitional housing and case management services for families

who are homeless at the time of referral and demonstrate a potential for economic self-sufficiency and improved family functioning within two years.

Family Self-Sufficiency

240-777-4550

Case management services for families in subsidized housing who demonstrate motivation to become economically self-sufficient within five to seven years.

Maryland Home Energy Programs

240-777-4450

1301 Piccard Drive, 4th Floor

Maryland Energy Assistance Program (MEAP)

Electric Universal Service Program (EUSP)

Financial assistance for low-income households in paying their heating expenses and electric costs. Eligible customers receive a lump sum benefit once per year. Weatherization assistance offered on limited basis to help improve energy efficiency in the home.

Rental Assistance Program

240-777-4400

1301 Piccard Drive, 4th Floor

Financial assistance for low-income households to help meet their rental expenses. Assistance is available to legal residents who are disabled, elderly or households of two or more.

HOMELESS SERVICES

For Families, call Germantown, 240-777-4448; Rockville, 240-777-4550 or Silver Spring, 240-777-3075.

For singles, call The Crisis Center, 240-777-4000

PHONE DIRECTORY

GENERAL INFORMATION



TTY: 240-773-3556

ABUSED PERSONS

CRISIS LINE240-777-4673
 TTY240-777-4850

Administration240-777-4210
 TTY240-777-4850

ALCOHOL AND DRUG ABUSE

Adult Addiction Services240-777-4710
 TTY240-777-1399

Jail Addiction Services.....240-773-9732

Outpatient Addiction Services .240-777-1680
 TTY240-777-1399

Substance Abuse Screening
 (Children/Teens).....240-777-1430

AGING AND DISABILITY SERVICES

Adult Protective Services240-777-3000
 TTY240-777-4575

Assisted Living Services240-777-3994
 TTY240-777-1216

Information/Assessment/
 Case Management240-777-3000
 TTY240-777-4575

Long Term Care Ombudsman ..240-777-3369
 TTY240-777-1236

Medicaid for Nursing Homes...240-777-3995
 TTY240-777-1236

Medicaid Outreach240-777-3397
 TTY240-777-1236

Respite Care301-984-5792

Senior Mental Health
 Services301-589-2303, Ext. 304

Senior Nutrition Program.....240-777-3810
 TTY240-777-1236
 Special Needs Library.....240-777-0960
 TTY301-897-2217

Transitioning Youth240-777-1215
 TTY240-777-1217

TRANSPORTATION

Call 'N Ride.....301-948-5409
 FAX301-258-0206

MARC (Maryland Rail Commuter)
800-325-7245
 TTY410-859-7420

Medicaid and Seniors
 Transportation.....240-777-4890
 FAX240-777-5891
 Reservation240-777-4899

MetroAccess.....301-562-5360
 TTY301-588-7535

Metrobus, Metrorail202-637-7000
 TTY202-638-3780

Ride On Bus.....240-777-7433
 TTY240-777-5869

CHILD AND ADOLESCENT SERVICES

Child Care Referrals
 (LOCATE) 301-279-3110
 TTY 301-279-1810

Child Care Subsidy Programs.... 240-777-1155

Child Link Referral to
 Services 240-777-4769

Child Protective Services..... 240-777-3500

Child Support Enforcement
 (State Office) 800-332-6347

Child Welfare Services..... 240-777-3500
 TTY 240-777-3556

Conservation Corps..... 301-929-5554

Foster Care 240-777-1664
 TTY 240-777-3556

Infants and Toddlers Program.. 240-777-3997

Linkages to Learning..... 240-777-1792

Mental Health Services
 (Silver Spring)..... 240-777-1450

Mental Health Services
 (Rockville) 240-777-1432

**COMMUNITY
 ACTION 301-565-7460**

CRISIS SERVICES 240-777-4000
 TTY 240-777-4815

Victims Assistance/
 Sexual Assault Crisis Line 240-777-4357

Administrative/Intake..... 240-777-1355
 TTY 240-777-1347

**DEVELOPMENTAL DISABILITY
 SERVICES 240-777-1216**
 TTY 240-777-1217

DISABILITY SERVICES ... 240-777-3000

**EMPLOYMENT
 SERVICES 240-777-3232**

**FINANCIAL ASSISTANCE/
 FOOD STAMP PROGRAM**

Germantown 240-777-3420
 TTY 240-777-3422

Rockville 240-777-4600
 TTY 240-777-4410

Silver Spring 240-777-3100
 TTY 240-777-1478

East County 240-777-4470
 TTY 240-777-4468

FOOD ASSISTANCE

Germantown 240-777-3420
 TTY 240-777-3422

Rockville 240-777-4600
 TTY 240-777-4410

Silver Spring 240-777-3100
 TTY 240-777-1478

East County 240-777-4470
 TTY 240-777-4468

HOUSING ASSISTANCE

- Emergency Assistance
- Germantown 240-777-4448
TTY 240-777-3422
- Rockville 240-777-4550
TTY 240-777-4410
- Silver Spring 240-777-3075
TTY 240-777-1478
- East County 240-777-4470
TTY 240-777-4468
- Transitional Housing Services .. 240-777-4550
- Home Energy Programs 240-777-4450
- Progress Place 301-585-4471
- Rental Assistance 240-777-4400

INCOME SUPPORTS

- Germantown 240-777-3420
TTY 240-777-3422
- Rockville 240-777-4600
TTY 240-777-4410
- Silver Spring 240-777-3100
TTY 240-777-1478
- East County 240-777-4470
TTY 240-777-4468

LICENSING AND REGULATORY SERVICES240-777-3986

MEDICAL ASSISTANCE PAYMENT FORMS240-777-1842

MEDICAL ASSISTANCE PROGRAM

- Germantown 240-777-3420
- Rockville 240-777-4600
- Silver Spring 240-777-3100
- East County 240-777-4470

MENTAL HEALTH SERVICES (ADULTS)

- Access to Services 240-777-1770
- Community Case Management Services 240-777-4720
- Core Service Agency 240-777-1400
- Multicultural Services 240-777-1323
- Seniors and Persons with Developmental Disabilities 301-572-6585, Ext. 176
- Persons Who Are Deaf 301-881-3700
TTY 301-990-7215

MENTAL HEALTH AND ADDICTIONS SERVICES (CHILDREN)

- Child/Adolescent Outpatient Mental Health 240-777-1450
- Juvenile Justice Services 240-777-1430
- Substance Abuse Screening . 240-777-1430



PUBLIC HEALTH SERVICES

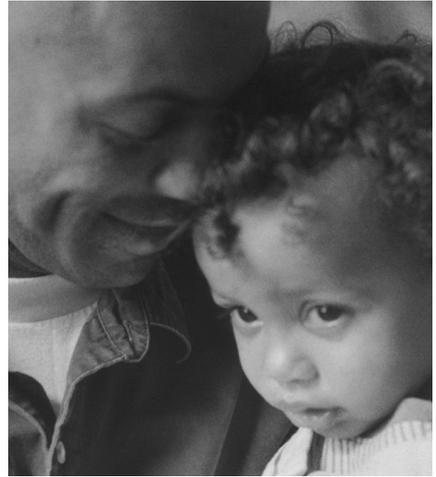
- African American Health Program 240-777-1833
- Asian American Health Program 240-777-4517
- Birth and Death Records..... 240-777-1757
- Maryland Division of Vital Records..... 800-832-3277

CANCER CONTROL PROGRAMS

- Breast and Cervical 240-777-1750
- Colorectal Cancer..... 301-977-5255
- Oral Cancer 301-977-5255
- Prostate Cancer..... 301-977-5255

COMMUNICABLE DISEASE AND EPIDEMIOLOGY 240-777-1755

- TTY for all Services240-777-1598
- Disease Control Services.....240-777-1755
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- Sexually Transmitted Diseases240-777-1760
- Tuberculosis Control.....240-777-1800
- Rabies Vaccine Information240-777-1755
- West Nile Virus Information....240-777-1755



ELIGIBILITY DETERMINATION

- Germantown Health Center 240-777-3591
- TTY 240-777-4410
- Rockville Health Center..... 240-777-3120
- TTY 240-777-4410
- Silver Spring Health Center 240-777-3066
- TTY 240-777-1478

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- Health Promotion..... 240-777-1710
- Immunizations 240-777-1050
- TTY 240-777-1598
- Lead Poisoning Prevention 240-777-1050
- Licensing and Regulatory Services 240-777-3986
- Montgomery Cares Clinics..... 301-628-3455
- School Health Services 240-777-1550

VICTIM SERVICES

- Victim Services/Sexual Assault Crisis Line 240-777-4357
- Administration 240-777-1355
- TTY 240-777-1347

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TTY 240-773-3556
montgomerycountymd.gov/311



Isiah Leggett
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June 2010