

Baltimore County Government's Provider and Community Partners COVID-19 Resource Guide

November 5, 2020



To help navigate the information stream coming from all levels of government and the private sector in response to COVID-19, Baltimore County collects and conveys information and resources that we hope are useful to you as our community partners and fellow residents. As there are new and varying sources of information being pushed out daily, we do not assume to capture all. Rather, we curate and share the resources that appear to be most useful for your networks. Please feel free to contact us with any additional information for inclusion in future guides.

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CONTACT

If you have additional information for this document or you would like to contact us for further details, please contact Mary Clay at mclay@baltimorecountymd.gov.



All residents, and particularly those at high risk, should [follow CDC guidance](#).

A. New and Updated Information

Baltimore County Government Closed on Wednesday, November 11, 2020

Baltimore County's Offices, Health Department, COVID-19 Testing Sites, Senior Centers and CountyRide, Libraries, and Courts will be closed in observance of Veterans' Day. Trash and recyclables will be collected according to the normal schedule. County trash and recycling drop-off facilities will be open. Parking Regulations will be enforced on Wednesday, November 11 and garages in Towson will be open. All County operations are to resume on Thursday, November 12, 2020.

B. Housing and Utilities Information

National Eviction Moratorium

The CDC has issued a [moratorium on evictions nationwide](#) which is effective from September 4, 2020 to December 31, 2020. This declaration extends protections to renters at risk of eviction for nonpayment of rent due to income loss as a result of the COVID-19 outbreak. The CDC has provided a [Frequently Asked Questions](#) document.

Financial Assistance

Visit <https://www.baltimorecountymd.gov/Agencies/socialservices/financialassistance/> for more information regarding financial assistance. Renters should contact their landlord or property manager to discuss payment options for their specific situation.

Preventing Homelessness

Baltimore County agencies and their partners strive to prevent homelessness and manage services to the homeless. A select list of agencies and partners is below:

[Alliance, Inc.](#)

[Baltimore County Communities for the Homeless \(BCCH\)](#)

[Baltimore County Department of Health](#)

[Baltimore County Department of Social Services](#)

[Catholic Charities](#)

[Community Assistance Network \(CAN\)](#)

[Community Crisis Center](#)

[Family Crisis Center, Inc.](#)

[Health Care for the Homeless—](#)

[Baltimore County](#)

[Jewish Community Services](#)

[Saint Vincent de Paul—Innterim House](#)

[Turn Around, Inc.](#)

[United Way of Central Maryland](#)

Mortgage Payments & Foreclosure Prevention

Help With Foreclosure Notices

State of Maryland emergency orders are in place to protect homeowners facing foreclosure. Unless otherwise noted, these orders remain in effect until the COVID-19 public health emergency has ended:

- **Residential foreclosures and evictions in-process were stayed** (stopped from moving forward in the courts) *until July 25, 2020*, pursuant to an [administrative order issued by the Chief Judge for the Maryland Court of Appeals](#).

Homeowners with reduced income may qualify for mortgage relief. The federal CARES Act provides assistance to some mortgage borrowers experiencing financial hardships directly or indirectly related to COVID-19. Information and resources are available at <https://www.dllr.state.md.us/finance/consumers/frmortgagecovid.shtml>.

Utilities Assistance

Ten Days Remain Until Utility Shutoffs Moratorium Ends November 15

The Maryland Public Service Commission (PSC) suspends utility shutoffs and late fees until **November 15, 2020**. This directive applies to electric, gas or water service shut off and to provides a transition period that allows residential customers time to apply for assistance programs or make payment arrangements with their utility. Click [here](#) to read the full notice from the PSC.

PSC ruling indicates:

- **Utilities may now send termination notices (as of October 1, 2020** - 45 days in advance of a termination (current regulations require only a 14-day notice).
- Residential customers in arrears would have 45 days from receipt of a notice to work out a payment plan with their utility or to apply for energy assistance programs. **Customers who take either action would not have service disconnected.**
- Utilities must offer a minimum payment plan of 12 months (or 24 months for those customers receiving energy assistance from the state’s Office of Home Energy Programs).
- Utilities cannot require a down payment or deposit as a condition of beginning a payment plan for any residential customer, including both current and new customers.

Help for Utilities Payments

Baltimore County Department of Social Services encourages residents to apply for utility assistance immediately. The deadline for the shutoffs moratorium ends November 15, 2020.

Follow these simple steps to get help if you owe money to BGE and are having trouble making payments:

1. Contact BGE at 800-685-0123 to request a payment plan for your past due balance or go to: <https://www.bge.com/MyAccount/MyBillUsage/Pages/PaymentArrangements.aspx>
2. Apply for Energy Assistance through the Office of Home Energy Programs (OHEP): [MyDHR:https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home](https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home)
3. Submit all your required documents with your OHEP application:
 - Copy of Applicant’s photo identification
 - Proof of Residency

- Copies of Social Security cards for the entire household (including children)
 - Proof of your household's total Gross income for the last 30 day period
 - A copy of your most recent Utility bill, termination notice (if applicable)
 - A copy of your most recent heating fuel bill or receipt (if applicable)
4. **Make payments to BGE as required by your Payment Plan**
 5. If you still cannot pay your BGE bill after setting up a Payment Plan and getting assistance through OHEP, contact the Department of Social Services to request Emergency Assistance.
 - Catonsville: 410-853-3450
 - Dundalk: 410-853-3400
 - Essex: 410-853-3800
 - Reisterstown: 410-853-3010
 - Towson: 410-853-3340

BGE Bill Payment Options

BGE reminds its customers there are many payment and billing options and energy assistance programs available for those having difficulty keeping their accounts up to date. Service terminations can be avoided if customers contact BGE before their accounts are in arrears to discuss options.

Following guidance from the Maryland Public Service Commission, BGE has expanded billing and payment options to include:

- Elimination of down payment/security deposit requirements to secure a payment arrangement
- Extension of payment periods for balances for a minimum of 12 months for residential customers or 24 months for customers receiving energy assistance from the state's Office of Home Energy Programs (OHEP)
- BGE will also connect customers to agency energy assistance funds

The most important step that residential customers who are not current on their BGE bill can take is to contact BGE at 1.800.685.0123 and [BGE.com/assistance](https://www.bge.com/assistance) as soon as possible. BGE customers can apply for energy assistance through the Maryland Department of Human Services, by contacting their [Local Energy Assistance Office](#), or by calling the Office of Home Energy Programs at 1-800-332-6347. BGE customers who have completed the energy assistance process with the State can also apply for further assistance with the [Fuel Fund of Maryland](#).

Water Billing

County Executive Olszewski and Mayor Young have announced joint efforts that neither jurisdiction will turn off water service for failure to pay while Maryland is under a State of Emergency. County residents should contact the City of Baltimore at <https://publicworks.baltimorecity.gov/Water-Billing-Questions> or call 410-396-5398 with questions about their water bill.

Baltimore City-led Billing for County Residents Delayed Due to Pandemic will Now Resume This Fall

Baltimore County Executive Johnny Olszewski today announced that the County will hire an outside contractor to assist with water meter readings, and will deploy County staff to assist the Baltimore City Department of Public Works with sending bills to County customers in order to avoid any further billing delays. Visit baltimorecountymd.gov to read the full notice.

C. Judicial News and Legal Assistance

Maryland District Court: General Information for Evictions

- Chief Judge John P. Morrissey has issued a public communication for Landlord-Tenant cases: https://www.mdcourts.gov/sites/default/files/import/district/phaseIV_communication_landlordtenant_9.4.20.pdf
- **If a tenant had an eviction that was pending or scheduled before the state of emergency, the constable may now carry out that eviction.**
- MD District Court has posted general information for tenants. Visit <https://www.mdcourts.gov/legalhelp/housingtenants> for more information.
- Tenants may have certain rights including:
 - Tenants have the right to know the amount of rent due and have a judge hear any dispute.
 - Landlords must keep a ledger of rent charges and payments.
 - If the landlord fails to repair a condition on the property that is a threat to life, health or safety after reasonable notice, a tenant may ask to pay rent into escrow with the Court until repairs are made to the home. The tenant may also ask the Court to reduce the rent.
 - Landlords must have a license to rent a residential property.
- Landlords may wish to view the MD Courts webpage, <https://mdcourts.gov/legalhelp/housinglandlords>, which shares information for housing court cases.

Some tenants are reporting being prevented from accessing their home by the landlord who may not have a court ordered repossession of the property. If that happens, lease-holding tenants can call 9-1-1 to request assistance.

Legal Services

Help is available to understand your rights. Below are free legal services for Failure to Pay Rent eviction cases.

- **District Court Self-Help Resource Center** (Advice Only)*
410-260-1392, <http://mdcourts.gov/legalhelp/districtctselfhelpctr.html>
Monday – Friday, 8:30 a.m. to 8:00 p.m.
1 Rolling Cross Road, 2nd Fl., Catonsville 21228 (Walk-in Service Only)
- **Maryland Legal Aid** (Advice and Representation for Income Qualified Persons) *
410-427-1800, www.mdlab.org (Online Form or Phone Intake Only)

Monday – Friday, 9:00 a.m. to 5:00 p.m.

- **Maryland Volunteer Lawyers Service** (Advice and Representation for Income Qualified Persons)*
410-547-6537, <https://mvslaw.org/get-legal-help/>
(Online Form or Phone Intake: Monday – Thursday, 9:00 a.m. to 12:00 p.m. Only)
- **Fair Housing Action Center of Maryland** (Tenant Advocacy Only) *
443-447-7336, (Phone Intake: Tuesday and Wednesday, 10:00 a.m. to 2:00 p.m. Only)
<https://www.fairhousingmd.org/>
- **Maryland Pro Bono Resource Center** (Legal Services Resources Only) *
www.probonomd.org/for-legal-help/
- **People’s Law Library** (Legal Information Only)
<http://www.peoples-law.org>
- **CASA of Maryland** (Legal Advice Only for Income Qualified Immigrants)*
Tuesdays, 7:00 a.m. at CASA’s Multicultural Center, 8151 15th Avenue, Hyattsville 20783
(Space is limited), <https://wearecasa.org/programs/legal/>
- **The Women’s Law Center:** <http://www.wlcmd.org/>

Mediation

Mediation brings both sides together to try to resolve disputes outside of the courtroom.

- **District Court of MD, Alternative Dispute Resolution Office**
<https://mdcourts.gov/district/adr/home/rentcourt> Ask courtroom clerk or presiding judge when you go to court.
- **The Conflict Resolution Center of Maryland***
443-297-7891 or mediation@crcbaltimorecounty.org, <http://crcbaltimorecounty.org/>

Financial Assistance

- **211** (Referrals for Financial Assistance)* <https://211md.org/>
- **Homelessness Prevention** 410-887-TIME
- **Emergency Assistance Program** (Emergency rent assistance for Income Qualified Families)*
<https://dhs.maryland.gov/weathering-tough-times/emergency-assistance/>

Housing Discrimination or Unfair Practices

- **Office of the Attorney General, Consumer Protection Division** (Advice Only)*
- <https://www.marylandattorneygeneral.gov/Pages/CPD/landlords.aspx> for tips on how landlords and tenants can communicate positively and constructively.
- **Baltimore County Human Relations Commission** (Discrimination Allegations Only)
<https://www.baltimorecountymd.gov/Agencies/humanrelations/>

Traducción al español en la parte posterior. Organizaciones marcadas con * ofrecen servicios en español.

D. Healthcare Resources and Information about COVID-19

Face Coverings Mandated

All Baltimore County residents ages 5 and up are required to wear face coverings in any indoor business, service, organization, or establishment that serves the general public. This includes, but is not limited to: retail establishments, recreational establishments, houses of worship, and other locations open to the public. Residents are strongly encouraged to wear masks in outdoor public areas where social distancing of at least six-feet is not possible. Visit the [website](#) for the requirements.

COVID-19 Hotline

In addition to 311, the Baltimore County Department of Health has opened a hotline for residents to call with questions or concerns regarding COVID-19. The number is 410-887-3816. Hours of operation are Monday – Saturday, 8:30 a.m. – 4:30 p.m. and Sunday, 8:30 a.m. – 2:00 p.m.

Free COVID-19 Testing

The Baltimore County Department of Health is operating clinics to test patients for COVID-19.

Baltimore County residents can now quickly and easily reserve a slot [online](#) for free COVID-19 testing by visiting Baltimore County’s website. New dates will be added on Wednesdays each week. Residents do not need a doctor’s order to obtain a test but must make an appointment. Residents will enter their contact information and choose a site location and appointment time. Persons may also indicate whether they will require special accommodations at the site. While reserving a time slot is recommended, all individuals visiting a County testing location will be served. Adults must show identification upon arrival for their test. Adults accompanying a minor for testing must write down the child’s name and date of birth to present to staff upon arrival at the site. Individuals may visit any of the County sites between 9 a.m. to 12 p.m. on the days indicated, unless otherwise noted.

Walk-up Locations

Liberty Resource Center
3525 Resource Drive
Randallstown, 21133
*Open Mondays, Wednesdays
and Fridays (occasionally)*

Dundalk Health Center*
7700 Dunmanway
Dundalk, 21222
Open Mondays Only

**Baltimore Highlands
Lansdowne Health Center***
3902 Annapolis Road
Baltimore, 21227
Hours: 3 - 6 p.m.

Drive-through Locations

Maryland State Fairgrounds
2200 York Road
Timonium, 21093
Open Tuesdays, Thursdays and occasionally on Fridays

***Bilingual staff available at these sites.**

Additionally, residents can check with their local pharmacies about testing availability and can call the Baltimore County COVID-19 Hotline at 410-887-3816 with other coronavirus-related questions.

Health Care Alerts:

Domestic Violence Programs:

- **Baltimore County Domestic Violence & Sexual Assault Hotline:** 410-828-6390 (24/7 Response)
- **The DOVE Program:** 410-496-7555 (Monday – Friday, 9:00 a.m. to 5:00 p.m.)
- **LifeBridge Health Domestic Violence Program:** The Program has resources for those who are experiencing domestic violence or intimate partner abuse. Visit the [website](#) for confidential referral.

E. Food Resources

See below for a sampling of the food resources available in Baltimore County. Additional food resources are included in an attached list of the food pantries. For food access information call 410-887-2594 or email food@baltimorecountymd.gov. **For Seniors, see section G.*

Baltimore County Weekend Food Distribution

Baltimore County is offering limited food distribution for families. Food is available a first come, first served basis. Visit <https://www.baltimorecountymd.gov/News/foodresources.html> for locations.

**The locations may change, please refer to the website for the most up-to-date information.*

BCPS Meals Program

Baltimore County Public Schools will provide school meals, at no cost, to all children ages 2-18 by curbside pickup or by bus delivery through December 23. Visit bcps.org for full program information.

Supplemental Nutrition Assistance Program (SNAP)

The Maryland Department of Human Services offers federally-funded [SNAP](#) benefits to individuals and families to eliminate food insecurity. To see if you qualify for monthly benefits to help purchase food, visit <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>. Due to the pandemic, SNAP recipients may order food [online at participating retailers](#).

Maryland's Pandemic Electronic Benefit Transfer

The State of Maryland is offering the P-EBT program which provides food benefits to children who temporarily lost access to free or reduced price meals at school due to the outbreak of COVID-19. Visit <https://dhs.maryland.gov/p-ebt/> for program information.

F. 24 Hour Call Lines

- Alzheimer's Association Helpline: 800-272-3900
- Baltimore County Crisis Response System: 410-931-2214
- Baltimore County Domestic Violence Hotline: 410-828-6390
- First Call for Help: 410-685-0525 or 2-1-1
- Grassroots Crisis Line - suicide intervention hotline: 410-531-6677
- Maryland Youth Crisis - suicide and other interventions: 1-800-422-0009
- REACH Hotline (Substance Use Information): 410-887-3224
- Sexual Assault and Domestic Violence Hotline: 410-828-6390
- Turnaround, Inc. (Domestic Violence/Human Trafficking): 443-279-0379
- The Family Tree: 1-800-243-7337

G. Mental Health Resources

- **Baltimore County Bureau of Behavioral Health:** Call 410-88-REACH for information and referral to substance use treatment. Days and hours of operation: Monday through Saturday, 8:30 a.m. - midnight
- **Baltimore County Bureau of Behavioral Health HELP Line:** Call 410-887-3828 to speak to a Social Worker for information and referral to behavioral health services. Days and hours of operation: Monday through Friday, 8:30 a.m. – 4:30 p.m.
- **Sheppard Pratt** [offers](#) access to their virtual and in-person care options through a secure, online platform. The Virtual Crisis Walk-In Clinic is available to any individual living in Maryland.
- **Center for Child and Family Traumatic Stress at Kennedy Krieger Institute** provides psychiatry, case management, psychological testing, group therapies, and more to treat parents, children or entire families experiencing stress related to the pandemic and other conditions. Contact the [Center](#) for intake and telehealth referrals. Additionally, there are a limited number of in-person visits that are currently being scheduled. Calls are being accepted at 443-923-5980.
- **Johns Hopkins Medicine** has online resources and tips for those dealing with Social Isolation, <https://www.hopkinsmedicine.org/psychiatry/>.
- **National Alliance on Mental Illness** encourages the community to visit their website, <http://namibaltimore.org/> for programs and resources. You may contact NAMI at: 410-435-2600 or info@namibaltimore.org.

H. Employees and Business Owners Assistance

Request Your Economic Impact Payment by November 21

Visit the IRS webpage, [Economic Impact Payments](#), for more information about eligibility, payment amounts, what to expect, how payments are sent and more. Questions and answers are posted at the IRS's [EIP Information Center webpage](#).

Non-filers can request an EIP at <https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>.

Financial Services for Individuals and Families

Baltimore County offers a benefits screening resource for its residents. Anyone can call 3-1-1 Monday through Friday, 8:00 a.m. - 4:30 p.m. and receive a referral to The CASH Campaign of Maryland.

CASH partners with EarnBenefits/Seedco to provide a free program that helps callers determine eligibility and apply for federal, state and local public benefit programs. The programs include: Temporary Cash Assistance, SNAP (formerly food stamps), Medicaid, Women, Infants and Children program (WIC), Maryland Utility Assistance, Discounted cellular and landline programs, Maryland Children's Health Program, Child Care Subsidy Program, Head Start & Early Head Start, Renters & Homeowners Tax Credit, Child Tax Credit, Earned Income Tax Credit and more. With CASH by providing a one stop portal for over 20+ different benefit programs and is a 100% free service.

Por ayuda en español contacta con: **Center of Help:**
sandra.steiner@centerofhelp.org and rosibel.gomez@centerofhelp.org.

Unemployment Insurance Benefits

The Maryland Department of Labor provides eligibility requirements, application and other information for claimants on their webpage, <http://dllr.state.md.us/employment/unemployment.shtml>. Its Division of Unemployment Insurance has created a new Inquiry Form for claimants, <http://www.labor.maryland.gov/UIHelp>. This form is for Claimants to ask a question regarding Unemployment benefits. Claimants are asked to submit a description of their issue or inquiry, and will receive a tracking number that will help them keep track of their inquiry. Claimants may also call a Claims Agent to discuss issues with their UI account at (667) 207-6520. Visit the DLLR UI [webpage](#) for tips and more information.

Baltimore County Department of Economic and Workforce Development

The [Department of Economic and Workforce Development \(DEWD\)](#) has compiled a number of resources available at the federal, state and local levels that is specific to your needs. For questions, email businesshelp@baltimorecountymd.gov or call 410-887-8000. Visit DEWD's [COVID-19 Assistance webpage](#) for more information.

Two Baltimore County Career Centers Are Open by Appointment

Baltimore County Career Centers at Hunt Valley and Liberty Center are now open by appointment only. Workers can schedule an appointment with a Career Consultant [online](#). Eastpoint Career Center is still operating virtually.

Job Board

Visit baltimorecountymd.gov/jobboard for a list of job openings in Baltimore County and throughout the region. Includes link to the [State of Maryland's Job Board](#).

Additional Resources

- **Office of the Maryland Attorney General** Visit <https://www.marylandattorneygeneral.gov/> for information and updates related to consumer matters. You may find the COVID-19 Consumer FAQ useful.
- **Public Justice Center** The Center has a comprehensive guide to your rights for accessing paid sick leave, family medical leave, unemployment benefits, changes in employment status and more here: http://www.publicjustice.org/en/legal_help/workers-rights-and-covid-19/.

Help for Businesses Affected by COVID-19

Owners of businesses located in Baltimore County may find resources to help weather these challenging times. Visit the [Baltimore County COVID-19 Business Resources](#) for more information on programs and assistance. Help is still available for qualified businesses.

I. Resources for Seniors

Visit the [Department of Aging's webpage](#) for current information and resources.

Maryland Access Point (MAP) for Seniors

Seniors can call the Maryland Access Point at 410-887-2594. Calls are answered by a team of Certified Information and Assistance Specialists (CIRS), Monday through Friday, between the hours of 8:30 a.m. and 4:30 p.m.

Baltimore County Offers Expanded Food Distribution for Older Adults

Baltimore County Aging offers food distributions for persons 60+. The distribution will occur on Tuesdays and Thursdays at selected senior centers by appointment. Call 410-887-2040 on Mondays and Wednesdays, 8:30 a.m. - 2:30 p.m. Only individuals with appointments will receive a box of food. During the appointment, individuals will be asked to show proof of age through their BCDA Senior Center Membership Card or other identification.

J. Resources for Foreign-Born Persons (Where available throughout this Guide, we have included information for Spanish speaking persons.)

Pagos de impacto económico

El IRS se compromete a ayudarle a obtener su Pago de Impacto Económico lo antes posible. Los pagos, también conocidos por algunos como pagos de estímulo, son automáticos para la mayoría de los

contribuyentes. Los contribuyentes que presentaron declaraciones de impuestos en 2018 y 2019 y la mayoría de los adultos mayores de edad y jubilados no necesitan más medidas. Haga clic en un sitio web, <https://www.irs.gov/es/coronavirus/economic-impact-payments>.

Beneficios de Desempleo - La División de Seguro de Desempleo - Ayuda en Español

La División del Seguro de Desempleo proporciona beneficios a las personas que por razones involuntarias están desempleados y las cuales están disponibles, capacitadas para trabajar y activamente buscando trabajo. Haga clic en un sitio web, <http://dllr.state.md.us/spanish/desempleo.shtml>.

Federal Eviction Moratorium Issued

A [federal eviction moratorium](#) issued by the Centers for Disease Control (CDC) is in effect from September 4, 2020 to December 31, 2020, extending vital protections to tens of millions of renters at risk of eviction for nonpayment of rent during the global pandemic.

Los Centros para el Control y la Prevención de Enfermedades (CDC) tomaron medidas sin precedentes el 1 de septiembre al emitir una moratoria nacional temporal sobre la mayoría de los desalojos por falta de pago del alquiler para ayudar a prevenir la propagación del coronavirus. Citando la amenaza histórica para la salud pública que representa el coronavirus, los CDC declararon que una moratoria de desalojo ayudaría a garantizar que las personas puedan practicar el distanciamiento social y cumplir con las órdenes de quedarse en casa. La moratoria entra en vigor el 4 de septiembre y durará hasta el 31 de diciembre, cubriendo a decenas de millones de inquilinos en riesgo de desalojo. He aquí unas “preguntas frecuentes” sobre la moratoria y aquí el formulario de declaración CDC para tenantes con su traducción en español. (Arrendatarios deben someter la versión en inglés.)

The federal eviction moratorium is essential relief for struggling renters, but it merely postpones evictions – it doesn’t prevent them. To be protected, qualified renters facing eviction should immediately provide a signed declaration to their landlords. For more details about the moratorium and a sample declaration that renters can use, read National Low Income Housing Coalition’s and National Housing Law Project’s [Overview of National Eviction Moratorium](#) and our [National Eviction Moratorium: FAQ for Renters](#). The declaration can be found in these languages: [Arabic](#) | [Mandarin](#) | [English](#) | [Spanish](#) | [Vietnamese](#)

The Esperanza Center of Catholic Charities

ATTENTION: The Esperanza Center on S. Broadway is temporarily closed due to a fire in a nearby building. We are providing services at St. Patrick’s Assisi House at 1728 Bank St. Please call 667-600-2900 for additional information.

ATENCIÓN: El Centro Esperanza en S. Broadway está temporalmente cerrado debido a un incendio en un edificio cercano. Estamos brindando servicios en St. Patrick's Assisi House en 1728 Bank St. Llame al 667-600-2900 para obtener información adicional.

The Esperanza Center is a comprehensive immigrant resource center that offers hope and essential services to people who are new to the United States from all over the world. Their dedicated staff and volunteers provide services and referrals, ESL education, healthcare, and low-cost immigration legal services to thousands of immigrants each year.

Contact Client Services: 667-600-2900 or esperanzainfo@cc-md.org

Esperanza's Client Services program provides assistance and information to immigrants with a wide array of needs. No appointment needed. Our bilingual staff provides the following:

- **Translations** (Spanish/English)
- **Letters:** Income letters, support letters, child care authorization letters, travel consent letters, immigration invitation letters, limited foreign authorization letters, etc.
- **Assistance with forms**
- **Notary Services**
- **Support for immigrant victims of crime**
- **Assistance with reporting crime, requesting police reports, and hospital financial assistance**
- **Community Advocacy and Orientation**
- **Assistance with school enrollment, applications for public benefits, assistance with housing and employment matters, utility service issues, etc.**
- **Referrals:** We assist immigrants with referrals to governmental or other non-profit service providers for legal, housing, educational, transportation, and financial issues.
- **Employment**

Maryland Office for Refugees and Asylees (MORA)

The office provides support and services to federally-recognized refugees and political asylees to ease their integration into American society. MORA helps refugees and asylees make Maryland their home, aiding their transition from "displaced persons" to independent, contributing members of the community. MORA works through a network of public and private service providers, to plan, administer, and coordinate transitional services aimed at helping refugees become self-sufficient as quickly as possible.

MORA's Programs

MORA supports programs focus on key areas for aiding refugees with life skills, and familiarizing them with such daily routines such as shopping at the supermarket, managing a budget, taking public transportation, opening a bank account, preparing for a job interview, or calling 9-1-1 for emergencies. The following links describe MORA's programs in more detail:

- [Economic Self-Sufficiency Programs](#)
- [Initial Refugee Health Screening & Referral to Primary Care](#)

- [Refugee English Language Training](#)
- [Refugee Transitional Cash Assistance](#)

K. Internet Access and Public Wi-Fi

WiFi Outside of Public Libraries

External free WiFi capacity is available at all Baltimore County Public Library (BCPL) branch parking lots. Visit <https://www.bcpl.info/services/public-computers-wifi.html> for the nearest branch. Residents will be required to remain in their vehicles or otherwise adhere to all social distancing guidelines.

Public WiFi Locations Map

Residents can visit the [BaltCo Go-Online Map](#) to find the closest available free internet service throughout the County. Users can search for locations closest to where they live: <https://bc-gis.maps.arcgis.com/apps/webappviewer/index.html?id=5b3d0102bf6240d0b161c7103f8e9bee>.

Recreation and Parks' Public WiFi Locations

Baltimore County has 41 free WiFi sites located at Recreation and Parks' PAL Centers, recreation centers and park facilities. A list of the locations can be found at www.baltimorecountymd.gov/Agencies/infotech/wifilocations.html.

L. Be Informed and Stay Connected

A Message from Social Security Administration

The [Social Security Administration \(SSA\)](#) shares the following information; feel free to forward this information to others in your networks.

Although SSA does not permit walk-in service at the local offices due to COVID-19, those in need of assistance may contact SSA staff by telephone. Local office phone numbers are available online through the [Social Security Office Locator](#).

SSA has secure and convenient [online services](#) to:

- Apply for [Retirement](#), [Disability](#), and [Medicare](#) benefits,
- Check the status of an application or appeal,
- Request a replacement Social Security card (in most areas), and
- Print a benefit verification letter.

Most business with SSA can be completed by phone or online, but someone who has an urgent situation may be able to schedule an appointment. Anyone with a critical need is encouraged to ask for an appointment and if applicable, it can be scheduled.

Lastly, SSA staff understands that getting medical and other documentation can be difficult due to the pandemic. Therefore, SSA staff are willing to work with anyone to fulfill the documentation requirements and extend certain deadlines wherever possible.

Website & Social Media Links

- Maryland Department of Health: www.coronavirus.maryland.gov.
 - Twitter: [@MDHealthDept](https://twitter.com/MDHealthDept)
- Baltimore County Government: www.baltimorecountymd.gov.
 - Twitter: [@BaltCoGov](https://twitter.com/BaltCoGov)
- Baltimore County Health Department: www.baltimorecountymd.gov/agencies/health.
- Baltimore County Executive Johnny Olszewski
 - Twitter: [@BaltCoExec](https://twitter.com/BaltCoExec)
- Baltimore County Public Schools: www.bcps.org.
 - Twitter: [@BaltCoPs](https://twitter.com/BaltCoPs)
- Baltimore County Public Library System: <https://bcpl.info/>