

# Baltimore County Government COVID-19 Community Partners Resource Guide



*John A. Olszewski, Jr., County Executive*

Terry F. Hickey, Director, Department of Housing & Community Development



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To help navigate the stream of information coming from all levels of government and the private sector, 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.

*If you are an organization interested in including your information in this Resource Guide, or would like to contact us for further details, please email:*

*Essence Cropper  
Special Assistant for Outreach and Engagement  
Baltimore County Housing and Community Development  
[ecropper@baltimorecountymd.gov](mailto:ecropper@baltimorecountymd.gov)*



# The COVID-19 Vaccine

Vaccines are one of the safest and most important public health tools to protect against serious illness and prevent the spread of dangerous diseases, like COVID-19. Specifically, vaccines help our bodies develop immunity to viruses and prevent us from getting sick. Review the Maryland Department of Health's [frequently asked questions](#) about the COVID-19 vaccine. Everyone 6 months of age and older is now eligible to get a COVID-19 vaccination. If getting a vaccine for a child under 5, check eligibility with the vaccination location before visiting. Everyone ages 5 and older is eligible for a booster shot.

## It's Easy to Get Your Vaccine

Each week, the Baltimore County Department of Health will post a weekly vaccine schedule at [www.baltimorecountymd.gov/vaccine](http://www.baltimorecountymd.gov/vaccine), with a number of appointment slots. Appointments are preferred at all County locations, but will not be required. Residents who are medically homebound and unable to travel to a vaccine clinic should contact the Health Department at [COVIDVax@baltimorecountymd.gov](mailto:COVIDVax@baltimorecountymd.gov) or call the County's COVID hotline at 410-887-3816 to schedule a vaccine.

**AT-HOME TEST DISTRIBUTION:** At-home test kits will be distributed at Baltimore County Public Library branches as the test kits become available. Please check with your local library branch for distribution schedules.

**ADDITIONAL TESTING LOCATIONS:** [Find other testing locations](#) across Maryland.

# Free COVID-19 Testing

The Baltimore County Department of Health offers free testing options for residents.

## Schedule an Appointment: [Click Here](#)

These appointments are critical - only schedule one per person. Do not schedule multiple appointments for the same person - this will prevent others from scheduling. The name and birth date that you provide on the form must match the name and birth date on your identification. If you prefer to be called by another name during testing, please inform the testing staff.

LOCATION	APPOINTMENT DAYS AND TIMES
<a href="#">Liberty Family Resource Center</a> 3525 Resource Drive Randallstown, Maryland 21133	Monday, Wednesday and Friday 9 a.m. to 12 p.m.
<a href="#">Dundalk Health Center</a> 7700 Dunmanway Dundalk, Maryland 21222	Wednesdays 9 a.m. to 12 p.m. <i>Bilingual staff onsite</i>
<a href="#">Drumcastle Government Center</a> 6401 York Road Baltimore, MD 21121	Tuesday and Thursday 4 p.m. to 7 p.m.; Saturday 9 a.m. to 12 p.m. <i>Testing offered in a trailer located behind the Mobile Gas Station</i>

# The COVID-19 Booster



The COVID-19 booster shot strengthens our defenses against COVID and its variants.

With a booster shot, you can continue to keep yourself, your family, and your community safe. When it's your turn, get the booster. By protecting ourselves as much as possible, we can end COVID together.

Eligible Marylanders may choose which vaccine they want for a booster, even if it

is different from the original vaccine received.

Call COVID-19 Vaccine Support Center at 855-634-6829 (855-MDGOVAX)

For more information regarding the vaccine and booster eligibility:

<https://covidlink.maryland.gov/content/vaccine/booster-shots/>

The following Marylanders are currently eligible for a COVID-19 booster shot:

- Marylanders 12+ who received their second Pfizer COVID-19 dose at least five months ago
- Marylanders 18+ who received their second Moderna COVID-19 dose at least five months ago
- Marylanders 18+ who received the Johnson & Johnson COVID-19 vaccine two or more months ago

Note: Marylanders ages 12-17 are eligible for the Pfizer booster only. Marylanders 18 and older may choose which vaccine they want for a booster, even if it is different from the original vaccine received.

**All Marylanders 5 and older are eligible for vaccination.** Schedule an appointment today with a health care professional near you.



# HEALTHCARE RESOURCES

## Mental Health Resources

Baltimore County Bureau of Behavioral Health:

Call 410-88-REACH for information and referral to substance use treatment. 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.

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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.

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National Alliance on Mental Illness encourages the community to visit <http://namibaltimore.org> for programs and resources. You may contact NAMI at:

410-435-2600 or [info@namibaltimore.org](mailto:info@namibaltimore.org).

## Domestic Violence Programs

*Baltimore County Domestic Violence & Sexual Assault Hotline:*  
410-828-6390 (24/7 Response)

*The DOVE Program:*  
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.

410-496-7555 (Monday – Friday, 9:00 a.m. to 5:00 p.m.)

## 24-Hour Help 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 211

Grassroots Crisis Line - suicide intervention hotline:  
410-531-6677

Maryland Youth Crisis—suicide and other interventions:  
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: 800-243-7337

# Food Resources

See below for some food resources available in Baltimore County. Additional food resources are included in an attached list of the food pantries. For food access information call 410-887-3816 or email [food@baltimorecountymd.gov](mailto:food@baltimorecountymd.gov).

## 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>.

## Summer SNAP For Children

Started in 2020 the Summer SNAP For Children provides an additional \$30 in food support per eligible child during the summer months of June, July and August, and over \$10 over the winter break in December.

Families already registered in the SNAP program do action needed. Families not currently receiving SNAP may check your eligibility visit:

<https://mymdthink.maryland.gov/home/#/>

CCBC also can help residents enroll in the SNAP program. For a screening, call 443-840-4122 or email [SNAPbenefits@ccbcmd.edu](mailto:SNAPbenefits@ccbcmd.edu).

## 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. Visit <https://www.bcps.org/meals> for full program information.

In addition to Summer SNAP, summer meals will be provided at the Baltimore County Public Library, Baltimore County Public Schools and the Maryland Food Bank.

*\*See the accompanying Food Pantries Listing for options in your neighborhood.*





## Housing and Utilities Assistance

### Emergency Rent Assistance Program

Emergency rent assistance for Income Qualified Families: <https://dhs.maryland.gov/weathering-tough-times/emergency-assistance/>

### Preventing Homelessness

Please call 410-887-TIME (8463) for referrals and services to help relocate a residence, obtain funding to keep a home, etc.

### Homeowner Resources

Homeowners who would like help understanding their options when faced with foreclosure or who need assistance communicating with their mortgage lender or servicer, call the [Maryland HOPE hotline at 1-877-462-7555](tel:1-877-462-7555) for a referral to a nonprofit housing advocate.

### Housing Discrimination or Unfair Practices

Office of the Attorney General  
Consumer Protection Division (Advice Only)\*:

Tips on how landlords and tenants can communicate positively and constructively:

<https://www.marylandattorneygeneral.gov/Pages/CPD/landlords.aspx>

Baltimore County Human Relations Commission  
(Discrimination Allegations Only):

<https://www.baltimorecountymd.gov/Agencies/humanrelations/>

### Energy Assistance Programs

The Maryland Office of Home Energy Programs offers the Maryland Energy Assistance Program (MEAP) and the Electric Universal Service Program (EUSP) to provide financial assistance with electric bills.

Eligible customers receive help for a portion of their current electric bills. Customers who receive EUSP are placed on a budget billing plan with their utility company. Arrearage Retirement Assistance helps customers with large, past due electric and gas bills. If eligible, customers may receive forgiveness of up to \$2,000 towards their past due bill. Customers must have a past due bill of \$300 or greater to be considered eligible. Customers may only receive an arrearage grant once every seven years, with certain exceptions. Visit <https://dhs.maryland.gov/office-of-home-energy-programs/> for more information and to apply.

### Take Advantage of Flexible Payment Options and Energy Assistance Funds

[BGE](https://www.bge.com) recognizes the financial challenges customers may face. Visit <https://www.bge.com/MyAccount/CustomerSupport/Pages/BillPaymentAssistance.aspx> or call 800-685-0123 immediately to speak with a customer care representative about establishing flexible payment arrangements.

Customers can apply for energy assistance by calling the Office of Home Energy Programs at 800-332-6347. BGE customers who have completed the energy assistance process with the State can also apply for further assistance with the <https://fuelfundmaryland.org/apply>



# JUDICIAL NEWS AND LEGAL ASSISTANCE

## Legal Services

Help is available to understand your rights. Traducción al español en la parte posterior. Organizaciones marcadas con \* ofrecen servicios en español.

District Court Self-Help Resource Center\*  
Advice Only, Walk-in Service Only  
1 Rolling Cross Road, 2nd Fl., Catonsville 21228  
410-260-1392  
<http://mdcourts.gov/legalhelp/districtctselfhelpctr.html>  
Monday – Friday, 8:30 a.m. to 8:00 p.m.

Maryland Legal Aid\*  
Advice and Representation for Income Qualified Persons  
410-427-1800  
[www.mdlab.org](http://www.mdlab.org)  
Online Form or Phone Intake Only:  
Monday – Thursday, 9:30 a.m. to 5:00 p.m.  
Walk-in Intake hours vary by location

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.

Pro Bono Resource Center\*  
Advice and Representation at No Cost  
Tenant Hotline: 443-703-3053  
<https://probonomd.org/for-legal-help/>  
Phone Intake Only—Will be prompted to leave voicemail  
Attorneys check messages daily during operating hours—Monday-Friday

St. Ambrose Housing Aid Center, Inc.\*  
Legal Services Program—For General Legal Questions  
Phone : 410-366-8550 x 249

Fair Housing Action Center of Maryland\*  
Tenant Advocacy Only  
<https://www.fairhousingmd.org/>  
443-447-7336  
Phone Intake: Tuesday and Wednesday, 10:00 a.m. to 2:00 p.m.

CASA of Maryland\*  
Legal Advice Only for Income Qualified Immigrants  
8151 15<sup>th</sup> Avenue, Hyattsville 20783 (Space is limited)  
Tuesdays, 7:00 a.m. at CASA's Multicultural Center  
<https://wearecasa.org/program/legal/?keyword=legal%20services>

## 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  
<http://crcbaltimorecounty.org/mediation@crcbaltimorecounty.org>

## Maryland District Court General Information for Evictions

Visit the MD District Court <https://www.mdcourts.gov/legalhelp/housing> for housing matters. Tenants may have certain rights including:

- 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.
- Certain landlords must have a license to rent a residential property.
- Tenant may have the right to redeem and stay on the property any time before the actual carrying out of the eviction order by paying past due rent and fees.

Landlords may wish to view the [MD Courts webpage](#), which shares information for housing court cases.

# Workers and Business Owners Assistance

## **Baltimore County Department of Economic and Workforce Development**

The Department of Economic and Workforce Development (DEWD) has compiled multiple resources available at the federal, state and local levels that is specific to your needs. For more information, visit DEWD's COVID-19 Assistance webpage.

For questions, call 410-887-8000 or email: [businesshelp@baltimorecountymd.gov](mailto:businesshelp@baltimorecountymd.gov).

## **Two Baltimore County Career Centers Are Open by Appointment**

Baltimore County residents seeking a new job, skills training, resume consultations can make an appointment for the Career Centers at Hunt Valley and Liberty Center.

Workers can schedule an appointment with a Career Consultant online. Eastpoint Career Center is still operating virtually.

It's a valuable resource that is available to all County residents.

## **Job Board - Available Jobs Listed**

Looking for a new position, in need of a career change?

Visit [baltimorecountymd.gov/jobboard](http://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.

## **Public Justice Center Guidebook**

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:

[http://www.publicjustice.org/en/legal\\_help/workers-rights-and-covid-19/](http://www.publicjustice.org/en/legal_help/workers-rights-and-covid-19/).

## **State of Maryland COVID-19 Consumers' Guide**

Maryland's Department of Labor has a resource guide for consumers and businesses. Visit <https://dhs.maryland.gov/coronavirus-covid-19-resources/> to view the handy guide.



## Resources for Spanish Speaking Residents

Where available throughout this Guide, we have included information for Spanish speaking persons.



### Bienvenido al registro de vacunación de Maryland

El Departamento de Salud de Maryland recomienda que todos los residentes de Maryland se vacunen contra la gripe y otras enfermedades.

Regístrese aquí para una cita en un departamento de salud local u otro socio comunitario.

Para obtener una copia del registro de vacunación oficial de su familia, [Visite Maryland MyIR](#).

### Baltimore County está ofreciendo ayuda gratuita a través del teléfono

La pandemia COVID-19 ha tenido un impacto grave en las finanzas de la población de Baltimore County, y el programa de Navegantes Financieros de Baltimore County está aquí para ayudar. Trabajando con CASH Campaign of Maryland para brindar guía por teléfono, los Navegantes Financieros pueden ayudarle a manejar asuntos financieros, identificar pasos inmediatos, y darle referencias para recibir otros servicios sin costo.

Visite <https://finnav.org/baltco> o llame 311 para inscribirse y hablar con el programa de Navegación Financiera de Baltimore County hoy mismo.

### The Esperanza Center of Catholic Charities

The mission of the Esperanza Center is to welcome immigrants by offering hope, compassionate services, and the power to improve their lives. Esperanza Center, located at 430 S Broadway, offers services in five areas: healthcare; education (particularly English for Speakers of Languages); immigration legal services; family reunification; and community referral and resources. Contact Client Services at 667-600-2401 or [esperanzainfo@cc-md.org](mailto:esperanzainfo@cc-md.org).

For more information, please visit <https://www.catholiccharities-md.org/services/esperanza-center/>.

La misión del Centro Esperanza es dar la bienvenida a los inmigrantes ofreciéndoles esperanza, servicios compasivos y el poder de mejorar sus vidas. El Centro Esperanza, ubicado en 430 S Broadway, ofrece servicios en cinco áreas: una clínica de salud; educación (particularmente inglés para hablantes de otros idiomas); servicios legales de inmigración; reunificación familiar; y referencias comunitarias. Comuníquese con el Centro al 667-600-2401 o [esperanzainfo@cc-md.org](mailto:esperanzainfo@cc-md.org).

Visite <https://www.catholiccharities-md.org/services/esperanza-center/> para más información.

# INTERNET ACCESS & PUBLIC Wi-Fi

## Public Computer Access at Library Branches

PC and internet access are available on a first come, first served basis during normal hours of operation: Monday-Thursday from 9am-8pm, Friday and Saturday from 9am-5pm. <https://www.bcpl.info/services/public-computers-wifi.html>.

## Public Wi-Fi 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>

## Free Internet Service for Residences

The Emergency Broadband Benefit is a temporary FCC program to help households struggling to afford internet service during the pandemic. As of May 12, 2021, eligible households will be able to enroll in the program to receive a monthly discount off the cost of broadband service from an approved provider. Eligible households can enroll through an approved provider or by visiting [GetEmergencyBroadband.org](https://www.fcc.gov/emergencybroadbandbenefit).

To learn more about the program or to become a partner, visit [www.fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit).

## Affordable Telephone and Wireless Communications

Lifeline, a FCC program of affordable communications services to for low-income consumers, offers a discount on monthly telephone service, broadband Internet service, or bundled voice-broadband packages purchased from participating wireline or wireless providers. Visit <https://www.fcc.gov/lifeline-consumers> for program information and to apply.



## Resources for Seniors

[Health and Wellness Programs](#): Health education and screenings offered in senior centers.

[Home Delivered Meals](#): Delivered through Meals on Wheels of Central Maryland, Inc.

[Housing](#): Housing options including senior apartments, assisted living, retirement communities, and nursing homes.

[Employment](#): Find out more about the Senior Community Service Employment Program.

[Maryland Access Point \(MAP\)](#): The point of entry for information about services and benefits available to seniors, adults with disabilities, their families, caregivers and professionals. Formerly Senior Information and Assistance.

Send an email to [aginginfo@baltimorecountymd.gov](mailto:aginginfo@baltimorecountymd.gov) or call 410-887-2594.

Are you interested in current events and other programs affecting seniors? Visit <https://www.baltimorecountymd.gov/departments/aging/index.html>.



### Medicare

Are you new to Medicare? Do you have questions during Open Enrollment? Visit <https://www.baltimorecountymd.gov/departments/aging/medicare/index.html> for more information.

### Senior Centers

Click [here](#) to learn about the current status of your favorite Senior Center and the programs and services offered.



# General Community Information

## Website & Social Media Links

Maryland Department of Health:

[www.coronavirus.maryland.gov](http://www.coronavirus.maryland.gov)

Twitter @MDHealthDept

Baltimore County Government:

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

Twitter: @BaltCoGov

Baltimore County Executive Johnny Olszewski

Twitter: @BaltCoExec

Baltimore County Health Department:

[www.baltimorecountymd.gov/agencies/health](http://www.baltimorecountymd.gov/agencies/health)

Baltimore County Office of Emergency

Management Twitter: @BaltoCoEmergency

Baltimore County Public Schools: [www.bcps.org](http://www.bcps.org)

Twitter: @BaltCoPs

Baltimore County Public Library System: [https://](https://bcpl.info/)

[bcpl.info/](http://bcpl.info/)

## County News and Department Links

Baltimore County Government News:

<https://www.baltimorecountymd.gov/county-news>

Baltimore County Recreation and Parks:

<https://www.baltimorecountymd.gov/departments/recreation/>

Baltimore County Public Works:

<https://www.baltimorecountymd.gov/departments/publicworks/>

Baltimore County Housing and Community Development:

<https://www.baltimorecountymd.gov/departments/housing/index.html>

