



MAYOR'S OFFICE OF
**CHILDREN &
FAMILY SUCCESS**



BALTIMORE CITY
**COMMUNITY
ACTION PARTNERSHIP**

Resources!

Baltimore City Community Action Partnership

RESOURCE GUIDE

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EMERGENCY & CITY SUPPORT

Adult Protective Services

410-361-5000

American Redcross

410-624-2000

Baltimore City Health Department

410-396-3009

Baltimore City Office of Emergency Management

410-396-6175

BG&E

877-778-7798 (Report gas leak)

877-778-2222 (Downed lines)

Department of Public Works

410-396-3310

Department of Social Services
(Report Child Abuse)

410-361-2235

Emergencies

911

Information & Referral

211

<https://www.211.org>

Lead Poisoning Program

443-396-1155

Mayor's Office of Neighborhoods

410-396-4900

Non-Emergencies

311

Sheriff's Office

410-396-1155

988

Call 988 during mental health and
substance use emergencies.

Police Districts

Non-Emergency Numbers

Central District - 410-396-2411

Eastern District - 410-396-2433

Western District - 410-396-2477

Northern District - 410-396-2455

Northeastern District - 410-396-2444

Southern District - 410-396-2499

Southeastern District - 410-396-2422

Southwestern District - 410-396-2488

FOOD PANTRIES

Abbott Memorial Church

3426 Bank St. Balto. MD 21224

Phone: 410-276-6207

Food & Clothing, 1st & 2nd Saturday

11:00 am-1:00 pm

It also offers a Tutorial program

Baltimore Rescue Mission

4 N. Central Ave. Balto. MD 21202

Phone: 410-276-6207

The Men's Division is an emergency overnight shelter for homeless men 18 years old and up that provides food, clothing, shelter, and showers.

Calvary Baptist Church

3911 Garrison Blvd. Balto. MD 21215

Phone: 410-664-2111

Food Pantry

Fridays, 10:00 am-1:00 pm

Canton Baptist Church/Zack

3302 Toone Street, Balto. MD 21224

(Servicing only 21224)

Phone: 410-563-1177

Monday-Wednesday, 1:30 pm

Thursdays, 9:00 am-1:00 pm

Church Pantry/food bank

(emergency only every 3 months)

Catherine's Family & Youth Services Inc.

2835 Virginia Ave., Balto. MD 21215

Phone: 443-429-0215

Emergency food boxes, diapers, and formula. Emergency food boxes for households. To request an emergency DSS box, fill out an emergency request form at www.catherinesfamilandyouthservices.org

Church of the Redeemed of the Lord

4321 Old York Rd. Balto. Md 21212

Phone: 410-433-0426

www.crlministries.com

Open every Wed., 10:00 am-12:30 pm

Closed on the first Wed. of each month

City of Refuge Baltimore

3507 7th St. Balto. MD 21225

Phone: 410-355-6707

Monday, Wednesday, and Thursday
8:00 am-10:30 am

*Numbers are given based on the supply of food.

*Families can come once every other week.

*Must bring ID

City Temple Baptist Church

Outreach Ministry

317 Dolphine St. Balto. MD 21217

Phone: 410-383-8040

Monday, Wednesday, Thursday
11:00 am-12:30 pm

Food Pantry, Clothing, Soup kitchen

Eating Together in Baltimore City of Baltimore

Senior Network Senior Center
5828 York Road, Balto. MD 21212

Phone: 410-323-7131

Nutritious Meals for Seniors of age or older. There is no fee to join the program or the meal. Suggested donation: \$1.25

Faith Tabernacle Church

Fishes and Loaves Food Pantry
(Se Habla Espanol)

2422 W. Patapsco Ave.
Balto. MD 21230

Phone: 410-525-0969

Food for pick up every weekday
Monday through Friday
9:00 am-3:30 pm

Home Delivered Grocery Box Program

By Baltimore City Health Department

Phone: 410-396-2273

Apply online:

Map.MCHD@baltimorecity.gov

Manna House

Breakfast and Drop-In-Center
435 East 25th St. Balto. MD 21218

Phone: 410-889-3001

Provides a warm or cool place that is safe, and where clients can rest and receive help.

Monday-Friday, 11:00 AM-3:30 PM

Meals on Wheels of Central MD

515 South Haven St. Balto. MD 21224

Phone: 410-558-0827 to apply
Dedicated volunteers deliver two daily meals, a hot lunch, and a cold supper.

Monday-Friday

10:00 am-2:00 pm

Moveable Feast

901 N. Milton Ave. Balto. MD 21205

Phone: 410-327-3420

Contact: Terri Gross – Client service manager

This is for individuals who cannot cook for themselves due to age, disability, or chronic illness.

Must be referred by one of the following:

*Primary Care Physician

*Nurse

*Licensed Social Worker

New Life Food Pantry

2401 E North Ave. Balto. MD 21213

Phone: 443-800-0213

Monday, Wednesday, and Friday

9:00 am-12:00 pm

Provides fresh produce, canned goods, personal care items, and household cleaning supplies (limited) Breakfast for seniors, 55 or older, and veterans of any age. Lunch is open to anyone in need.

Breakfast for seniors and veterans

Monday-Friday

7:30 am-8:30 am

Lunch

10:30 am-12:30 pm

Paul's Place

1118 Ward St. Balto. Md 21230

Phone: 410-625-0775

Meals, food pantry, clothing, laundry, and shower facilities.

Monday-Friday

11:00 am-12:30 pm

Pratt Free Market

Southeast Anchor Library

3601 Eastern Ave. Balto. MD 21224

Phone: 443-984-5853

Free grocery store stocked with produce, dry goods, paper goods, and more.

Wednesday - 11:00 am-2:00 pm

Friday – 2:00 pm-5:00 pm

The Door-Baltimore Urban Leadership Foundation

219 E. Chester St. Balto. MD 21231

Phone: 410-675-3288

Tuesday/Thursday

1:00 pm-2:00 pm (Sept-June)

10:00am-11:00am (July-Aug)

Provides a once-a-month emergency food basket to individuals and families in need.

Provides special holiday baskets around Thanksgiving and Christmas.

The Food Project

424 S. Pulaski St. Balto. MD 21223

Phone: 410-877-6020/443-690-1694

Wednesday & Thursday

2:00 pm-6:00 pm

Free meals are prepared and delivered for the food-insecure and vulnerable of **Southwest** Baltimore.

The door opens at 9:00 am

Tuesdays, 11:00 am, Popup market

Thursdays, 11:00 am, Popup w/cooking demos

MEGA Food giveaway

10:00 am-5:00 pm, every Thursday

Tractor tractor-trailer distributes 24 pallets of food. Starts at 10:00 am until gone

The next giveaways are:

10/19, 11/16, 12/14

The Transformation Center3701 4th St., Balto. MD 21225**Phone: 443-312-8700**

Food, clothing, and re-entry Employment.

RE-ENTRY SERVICES

FACE (Freedom Advocates Celebrating Ex-Offenders)

1500 Druid Hill Ave. Balto. MD 21217

Phone: 410-522-3233

www.facebaltimore.org

Provides a spiritually based program for ex-offenders that consists of helping with employment, housing, and education.

Goodwill Industries

222 E. Redwood St. Balto. Md 21202

Phone: 410-837-1800

www.goodwillches.org

Career Development and Employment training services for men and women who are on parole supervision or probation.

Jericho Reentry Program

901 North Milton Ave. 3rd floor Balto. MD 21213

Phone: 410-522-3293

<http://www.ecsm.org/programs/jericho.php>

Workforce development program that assists male ex-offenders who are returning to the community and are motivated to participate in job training and placement.

Maryland Re-Entry Partnership

725 Fallsway Balto. MD 21202

Phone: 443-986-9000

Provides men leaving MD State prisons intensive community-based case management for one year, housing assistance, and job training.

Northwest American Job Center

2401 Liberty Heights Ave. Balto. MD 21215

Phone: 410-396-7873

Provides job training and placement services for those who were formerly incarcerated.

Pivot

901 N Milton Ave. Balto. MD 21205
Suite 340

Phone: 410-657-2352

Serves women only

The National Women's Prison Project

1701 Madison Ave. Balto. 21217
Suite 505

Phone: 410-233-3385

Re-entry program for women that begins at the pre-released level. Services offered include job training and housing, a clothing closet, and mentoring services.

EDUCATION/TRAINING

Baltimore Brothers Inc.

Youth Program

5011 Arbutus Ave. Balto. MD 21215

Phone: 410-710-7244

Provides a workforce development program that helps youth, and adults assess and plan for future career opportunities. Employment readiness, Leadership, and Life skills development, mentorship, and manhood training.

Baltimore City One-Stop Career Centers

Provides a variety of employment and support resources to assist job seekers in achieving their employment goals.

Eastside One-Stop Center

3001 E. Madison St. Balto. MD 21205

Phone: 410-396-9030

Northwest One-Stop Career Center

Mondawmin Mall, Suite 302

2401 Liberty Heights Ave. Balto. MD 21215

Phone: 410-396-7873

South Baltimore Employment Connection Center

1410 Bush St. Balto. MD 21230

Phone: 410-396-7873

Druid Heights Community

Development Corporation Inc.

2140 McCulloh St. Balto. MD 21217

Phone: 410-523-1350

Monday-Friday

8:00am-5:00pm

Provides economic, educational, employment and affordable housing opportunities.

Center for Urban Families (CFUF)

2201 N Monroe St. Balto. MD 21217

Phone: 410-367-5691

Monday-Friday

9:00am-5:00pm

Provides job training, financial assistance, case management, and family education programs.

Eligibility: Be a Baltimore City resident, age 18 or older and have a child 17 years of age or younger.

Christopher Place Employment Academy

725 Fallsway Balto. MD 21202

Phone: 667-600-3420

A resident employment academy.

Invites men to engage in a process of change that moves men from being homeless to permanent stable living that prepares men to obtain and maintain full time employment. City Wide Youth Development

Civic Works-Center for Sustainable Careers

3504 Brehm's Lane, Suite B Balto. MD 21213

Phone: 410-929-6120

Train Baltimore City residents for green jobs in brownfield remediation and weatherization and place them in full time jobs.

Eligibility:

- Attend a virtual information session
- Be 18 years or older
- Be able to obtain a valid driver's license by graduation
- Be drug free
- Be willing to work on roofs and/or in confined spaces
- Have physical fitness sufficient to continuously perform strenuous activities

Dignity Plates Training Academy

101 W 23rd St. Balto. MD 21218

Phone: 410-467-5340

Apply online: www.fcbmore.org

This is a 13-week course that provides students with an introduction to the fundamentals

needed to build a successful culinary career. Successful candidates will be certified as a Ser-Safe Food Manager.

DORS (Division of Rehabilitation Services)

2301 Argonne Drive Balto. MD 21218

Phone: 410-554-9488

DORS offers a wide variety of programs and services that help Maryland citizens who have disabilities get ready for work and independence.

Eligibility: Complete form online

<https://dors.maryland.gov>

Eastside Youth Opportunity Center (YO)

Youth Program

1212 N Wolfe St. Balto. MD 21213

Phone: 410-732-2661

Monday-Friday

8:30am-5:00pm

YO! Baltimore provides services to youth (aged 18-24) not currently enrolled in school so that they are able to obtain their GED and/or connect with employment opportunities.

Enrollment Eligibility:

- You must be 18-24 years old
- Out of school (if under 19 and not a high school graduate, a withdrawal form is required)
- Social Security Card
- Proof of Baltimore City residence

GEDCO

Cares Career Connection
401 Woodbourne Ave. Balto. MD
21212

Phone: 443-470-6762

Provides job search assistance,
computer training classes,
interviewing skills, online job search
assistance, resume preparation and
cover letter writing.

**Jane Addams Resource Corporation
(JARC)**

4910 Park Heights Ave. Suite 106
Balto. MD 21215

Phone: 410-900-1440

JARC provides high quality skills
training and support services to help
lower-income and unemployed
workers achieve self-sufficiency.
JARC's career in Manufacturing
Programs are free job training courses
that can help in gaining employment
in the manufacturing or construction
sectors.

Apply online: www.jarctraining.org

Kennedy Services**Temp and Direct Hire Agency**

829 E Baltimore St. Balto. MD 21202

Phone: 410-659-5300

info@kennedy-services.com

Kennedy Services helps job seekers
get noticed by more companies by
providing access to opportunities that

are commensurate with their
qualifications.

**Maryland Educational Opportunity
Center (MEOC)**

2305 N Charles St. Balto. MD 21218

Phone: 443-813-3702

10:00am-3:00pm

Tuesday-Friday

MEOC helps first generation college
students, unemployed and low-wage
workers, veterans, citizens returning
from incarceration, those with former
addictions, high school dropouts, and
college students entering or
continuing a program in
postsecondary education.

Eligibility:

- Must be a MD resident
- 19 years or older
- High school senior

Maryland New Directions

2700 N Charles St. Suite 200 Balto.
MD 21213

Phone: 410-230-0630

Monday-Friday

8:30am-4:30pm

Provides skills training in Maritime
and CDL Transportation, career
planning, rapid replacement,
adequate wages, and long-term job
retention.

Register online:

www.mdnewdirections.org

Mayor's Office of Employment Development MOED

2401 Liberty Heights Ave. Balto. MD 21215

Mondawmin Mall

Phone: 410-396-7873

Monday-Friday

8:30am-4:30pm

Job trainings, career workshops & other job readiness workshops.

TRAIN-UP

Questions about Train-Up? Contact Angela Holland:

angela.holland@baltimorecity.gov

Free Training programs:

- Associated builders and Contractors JumpStart, 410-821-0351
- Baltimore Alliance for Careers Healthcare, 443-931-3798
- Biotechnical Institute of MD, 410-752-4224
- Catholic Charities, 667-600-2000
- Equality Equation-Heavy Equipment Operator, 443-320-5212
- Goodwill Industries-Certified Nursing Assistant, 443-827-273

MD Center for Adult Training Inc. (MCAT)

2901 Druid Park Drive, Suite 303 Balto. MD 21215

Phone: 410-728-0679

Monday-Friday

9:00am-2:00pm

MCAT provides career growth for students while developing a well-seasoned employee. Committed to helping improve one's quality of life through education, training, and job placement. Certified Nursing/Geriatric Nursing Assistant (CAN/GNA) training courses.

Eligibility:

- Submit an Admission Application with a \$20.00 (non-refundable) application fee
- Successfully pass Test Adult Basic Education placement test
- Successfully pass background check
- Submit proof of High School Diploma or General Education Diploma (GED)
- Submit valid Photo ID
- Submit social security card
- Submit proof of PPD test
- Submit immunization records
- Pass drug screening
- Submit current resume
- Submit 2 references letters

National Federation of the Blind

200 E Wells St. Balto. MD 21230

Phone: 410-659-9314

Training and Education Programs:

- National Center for Blind Youth in Science
- Early Childhood Initiatives
- NFB BELL Academy
- Teachers of Tomorrow
- Braille Certification
- Career Mentoring

South Baltimore Learning Center

28 E Ostend St. Balto. MD 21230

Phone: 410-625-4215

Monday-Friday

8:30am-4:30pm

Provides adults with literacy services, GED prep, and workforce development

Apply online:

www.southbaltimorelearns.org

Strong City Baltimore Adult Learning Center

2101 E Biddle St. Suite 110 Balto. MD 21213

Phone: 410-261-3520/3524

GED classes offered in Spanish.

Learn English and basic skills, reading, writing, and math.

The ARC Baltimore

Homeland Day Services

4800 York Road

Phone: 410-323-9139

Administrative Headquarters

7215 York Road Balto. MD 21212

Phone: 410-296-2272

The ARC Baltimore offers a variety of Pre-Employment Transition services, foster care, day and community living services, college prep, job hunters, and career exploration for people with developmental disabilities.

The League for People with Disabilities

1111 E Coldspring Lane Balto. MD 21239

Phone: 410-323-0500

The Employment Services Program provides an array of training and employment services for youth and adults with disabilities. Provides Pre-Employment transition services to students with disabilities while still in school.

Turnaround Tuesday Inc.

2519 N Charles St. Balto. MD 21218
(Administrative Office)

1601 East Preston St. Balto. MD 21213

(Field Office)

Phone: 443-469-9560

Train, and connect returning, unemployed, and underemployed citizens to living wage jobs.

Leadership Development, conflict resolution, interviewing, and resume writing.

Training sites: Every Tuesday

Eastside

Memorial Baptist Church

1311 N Caroline St. Balto. MD 21213

9:00am-11:00am

Southwest

Stillmeadow Community Fellowship
Church

5110 Frederick Ave. Balto. MD 21229

1:00pm-3:00pm

Women of Valor (Se Habla Espanol)

715 Ingleside Ave. Balto. MD 21228

Phone: 443-800-3188

Monday-Friday

9:00am-4:00pm

Job training, support, resources, food
pantry, and job training for low-
income homeless **women** in
Baltimore.

Legal Service

Civil Justice Inc.

120 E Baltimore St. Suite 2500 Balto.
MD 21202

Phone: 443-853-1011

Email: cj@civiljusticeinc.org

Apply online: www.civiljusticeinc.org

Programs:

- **Economic Justice Program**
Get help with landlord/tenant issues, medical debt collection, defense, credit reporting problems, and debt collection violations.
- **Foreclosure Assistance**
Facing a foreclosure filed against you in Maryland.
- **Maryland Justice Passport**
Get referrals to legal help, store documents and case information, and keep track of your next steps.
- **Evictions Help**
Eligible tenants with an eviction related legal problem can seek help from the Access to Counsel in Evictions Intake Line.
- **Legal Clinic for Small Businesses**
Apply for a free, 1-hour session with an attorney to answer your legal questions about your small business.

Disability Rights Maryland

1500 Union Ave. Suite 2000 Balto.
MD 21211

Phone: 410-727-6352

DRM creates an integrated and just society by advancing the legal rights of people with disabilities.

Programs:

- Mental Health
- Developmental Disabilities
- Education
- Nursing Facilities
- Traumatic Injury
- Assistive Technology
- Civil Rights & Community Inclusion
- Voting Rights
- Medicaid
- Advocacy for SS Beneficiaries
- Public Policy

Maryland Legal Aid

500 E Lexington St. Balto.MD 21202

Phone: 410-951-7777

Provides a full range of free civil legal services to financially eligible individuals, with a focus on legal issues concerning elder rights, employment, family, public benefits, health care and housing.

2024 Income Guidelines

125% of the Federal Poverty Income Guidelines

| Family Size | Weekly Income | Bi-weekly Income | Monthly Income | Yearly Income |
|--------------------|----------------------|-------------------------|-----------------------|----------------------|
| 1 | \$362 | \$724 | \$1,568 | \$18,825 |
| 2 | \$491 | \$982 | \$2,129 | \$25,550 |
| 3 | \$620 | \$1,241 | \$2,689 | \$32,275 |
| 4 | \$750 | \$1,500 | \$3,250 | \$39,000 |
| 5 | \$879 | \$1,758 | \$3,810 | \$45,725 |
| 6 | \$1,008 | \$2,017 | \$4,370 | \$52,450 |
| 7 | \$1,137 | \$2,275 | \$4,931 | \$59,175 |
| 8 | \$1,267 | \$2,534 | \$5,491 | \$65,900 |

Pro Bono Resource Center (PBRC)

1500 Union Ave. Suite 2400

Balto. MD 21211

(By appointment Only)

Phone: 410-837-9379

PBRC is Maryland's hub for pro bono (free) civil legal assistance provided by volunteers.

PBRC has a Courtroom Advocacy Project (CAP) which is an innovative pro bono program providing day-of-court, limited scope representation to consumers in Baltimore City District Courts as well as limited scope and full representation for tenants in Baltimore City and County.

CAP staff attorneys also provide full representation for clients in Escrow, Tenant Holding Over, Breach of Lease and Illegal Eviction actions.

Tenant Volunteer Lawyer of the Day clinics

Baltimore City District Court

501 E Fayette St.

- Mondays, 8:30am-11:00am
1:00pm-3:30pm
- Wednesdays and Fridays
1:00pm-4:00pm

Public Justice Center

201 N Charles St. #1200

Balto. MD 21201

Phone: 410-625-9409

Current projects include:

- Human Right to Housing Project
- Workplace Justice Project
- Education Stability Project
- Health and Benefits Equity Project
- National Coalition for a Civil Right to Counsel
- Prisoner's Right Project
- Appellate Advocacy Project

Note: Legal advice or representation begins with an intake conducted over the phone. Call 410-625-6409 if you are seeking legal assistance. No legal assistance or advice provided through website or by email.

The Maryland Courts Help Center**Family Law Help**

111 N Calvert St. Room 114

Baltimore City District Court 3rd flr

Monday-Friday, 9:00am-4:00pm

Phone: 410-260-1392 (chat with a lawyer)

Free legal help in civil cases for individuals who do not have a lawyer.

IDENTIFICATION

Franciscan Center

101 W 23rd St. Balto. MD 21218

Phone: 410-467-5340

Monday-Friday

10:00am-12:30pm

Helps with Birth Certificates and ID cards. Free

Eligibility:

- City residents
- Low-income persons in need

Documents Required:

For Birth Certificate,

Individuals must have any of the following acceptable forms of ID. MTA ID, prison badge, BGE bill, phone bill, medical card or record, lease, paystub or social security card.

For MD ID, individuals must have original birth certificate, original social security card, and two pieces of mail or one piece of mail if in a state or federal government operated program such as a shelter, substance use treatment program.

Referral Needed

Maryland Department of Health

Vital Statistics Administration

Maryland Vital Records

6764 B Reisterstown Road

Reisterstown Road Plaza

Balto. MD 21215

Phone: 410-764-3038

Online applications are available.

Maryland Vital records issues certified copies of Maryland birth certificates, Maryland death certificates, Maryland marriage records and Maryland divorce records for events which occurred within the State of Maryland.

Divorce Verification

First copy: \$12.00

Additional copies: \$12.00

Marriage Certificate

First copy: \$12.00

Additional copies: \$12.00

Birth Certificate

First copy: \$10.00

Additional copies: \$10.00

Death Certificate

First copy: \$10.00

Additional copies: \$12.00

| | |
|---------------------------------|--|
| DVR Lobby Orders | Same Day |
| Mail Orders | 6 weeks |
| Online Orders | 5 weeks with regular shipping 3 weeks with expedited shipping |
| Commemorative Birth Certificate | 8 to 12 weeks |
| Corrections | 10 weeks |

ID requirements

Pay stub, current car registration, bank statement, letter from a government agency requesting a vital record, lease, utility bill with address, or income tax return/W-2 form

Motor vehicle Administration

5425 Reisterstown Rd. Balto.MD
21215

By Appointment Only

- Monday, Tuesday, Wednesday, Friday
8:30am-6:30pm
- Thursday
8:30am-6:30pm
- Saturday
8:00am-12:00pm

Residents of MD can apply for a non-driver identification (ID) card, which serves as proof of photo identification for children and adults who do not hold active driver's licenses.

Requirements:

- Reside in the state of MD (must present proof of state residency)
- Must NOT hold a valid driver's license or moped permit
- Provide proof of age and identity
- Pay applicable fees: \$24.00

(There is no fee for an ID card if you are 65 years of age or older, or if you have a disability which limits a major life activity).

ID cards for individuals 18 years of age and older will be valid for a period of up to 8 years; for those under the age of 18, ID cards will be valid for up to 5 years.

Social Security Administration

1010 Park Ave. #200 21201
2401 Belair Rd. #106 21213
1531 S Edgewood St. 21227

National 800 Number
1-800-772-1213

Replace a Social Security Card

Apply online at www.ssa.gov or

Fill out an application and bring to your local office along with identification.

You must present original documents/no photocopies accepted.

Required documents:

- Birth certificate
- U.S. driver's license
- State-issued non-driver ID card
- U.S. passport

MORTGAGE/ HOMEOWNER ASSISTANCE

Baltimore City Department of Housing and Community Development (DHCD)

417 E Fayette St. Suite 1125
Balto. MD 21202

Phone: 410-396-3023

The Emergency Mortgage & Housing Assistance Program (EMHAP) assists Baltimore City homeowners whose homes are at risk of foreclosure due to economic hardship. Assistance is provided as a grant in the form of a direct payment to the mortgage company to pay past due mortgage charges.

Eligibility Criteria:

- Gross annual household income at or below 120% AMI
- Applicant must occupy the property as his/her primary residence.
- Applicant must have a mortgage with a past balance or, if the applicant doesn't not have a mortgage, homeowner's insurance, property taxes, or water bills with past due balances.
- The applicant must demonstrate a loss or reduction of income causing economic hardship.

| Number of People In Household | Max Annual Income |
|----------------------------------|----------------------|
| 1 | \$102,650 |
| 2 | \$117,300 |
| 3 | \$132,000 |
| 4 | \$146,650 |
| 5 | \$158,350 |
| 6 | \$170,100 |
| 7 | \$181,850 |
| 8 | \$193,550 |

Foreclosure Prevention

321 E 25th St. Balto. MD 21218

Phone: 410-342-3234

Nearest location:

5809 Park Heights Ave.

Phone: 410-500-5300

St. Ambrose provides free counseling to homeowners facing the threat of foreclosure and works closely with the Legal Department to ensure that potential issues preventing sustainable homeownership are addressed.

Fill out intake form online:

<https://www.stambros.org/intake-form/>

Applicant plan may include:

- Foreclosure prevention
- Free legal representation
- Homeowner education and financial coaching

Homeowner's HOPE Hotline

The Homeowners Hope Hotline is a free service that provides foreclosure prevention and financial education to homeowners who are struggling. Call the HOPE Hotline.

Phone: (888)995-HOPE (4673)

HUD-certified counselors offer one-on-one sessions to help with a variety of situations, such as: counseling, mediation, Attorney's General Mortgage servicing, void fraud, and homeowner resources.

Live Baltimore

343 N Charles St. 1st floor, Balto. MD 21201

Phone: 410-637-3750

Monday-Friday

9:00am-5:00pm

Live Baltimore works citywide to grow Baltimore's economy by attracting residents, retaining residents, and supporting healthy housing markets. Live Baltimore provides individuals with information on the city's 250+ neighborhoods, rental living options, homebuying incentive programs, historic tax credits, and more.

Southeast Community Development Corporation

3323 Eastern Ave. Balto. MD 21224

Phone: 410-342-3234

The Southeast CDC promotes healthy, dynamic and diverse communities throughout Southeast Baltimore.

Programs:

- Rental Counseling
- Missed mortgage Assistance
- Homeownership
- Homebuyers Education

American Consumer Credit Counseling

Free Credit Counseling

Phone: 800-769-3571 ext. 1910

Monday-Friday

9:00am-8:00pm

Email:

budgetcounseling@consumercredit.com

PREGNANCY & WELLNESS

B'more for Healthy Babies (BHB)

1001 E Fayette St. Balto. MD 21202

Phone: 410-396-9994

BHB is an innovative initiative to reduce infant mortality in Baltimore City. BHB works to decrease the two-three leading causes of infant death: premature birth, low birthweight, and unsafe sleep.

Provides:

- Preventing Substance exposed pregnancy
- Teen Pregnancy Prevention Initiative
- Baby Basic
- Family literacy
- Safe Sleep
- Home Visiting

Baltimore Healthy Start

610 N Chester St. Balto. MD 21205

Phone: 410-675-2125

Provides client-centered care- specifically, preventing the death of a baby before the age of one and any other poor health outcomes during the perinatal period.

Wellness Services include:

- Family Planning
- Belly Buddies
- Momma's Circle
- Childcare
- Breastfeeding Education
- GED classes

To enroll into the home visiting program, you must be pregnant, a postpartum woman with a child less than six months old, who live in one of the targeted communities.

Car Seat Checks

By Johns Hopkins All Children

Hospital

624 N Broadway Balto. MD 21205

Phone: 410-955-2221

Car Seat Checks provide car seat experts that can help parents learn how to install and use the child's car seat the right way. Car seat checks are offered both in-person and virtually. You can register online also.

HEALTHCARE ACCESS MARYLAND

(HCAM) Safe Sleep Program

One North Charles St. Balto. MD 21202

Phone: 410-649-0526/0521

The Safe Sleep program provides safe sleep and family planning education, assessment, referral and provision of a portable crib to qualifying Baltimore City residents.

Eligibility:

- Must be a resident of Baltimore City of Baltimore
- Must be at least 36 weeks pregnant or have a baby that is under 8 months old
- Must have a baby that weighs less than 24 pounds

- This program is designed for people who do not have a crib, either by buying, borrowing, or getting one as a gift.
- If you do not qualify based on income you can qualify if you receive WIC, Temporary Cash Assistance, Medical Assistance or SNAP (food stamps)

Kids in Safety Seats (KISS)

201 W Preston St. Balto.MD 21201

Phone: 410-767-6016

Kids In Safety Seats (KISS) is a state-wide program funded through the Maryland Highway Safety Office. Its mission is to reduce injuries and death among Maryland's children by helping people to obtain and use car seats and booster seats correctly every time a child rides in a motor vehicle.

KISS service include:

Car Seat Assistance Programs

- Reduced cost purchase program (for financially eligible families)

In-person Technical Assistance

- Child Passenger Safety 101 presentations
- Training for Child Transporters/Agency staff
- Car seat checkup events
- Video Car Seat Assistance Program

Portable Alternative Crib Program (PAC)

By Touching Young Lives

10 E North Ave. Balto.MD 21202

Phone: 443-742-5508

Touching Young Lives receives referrals from several birthing hospitals in Baltimore City where a mother has been identified upon discharge as not having a safe sleeping space for her infant. Must be referred by a birthing hospital in Baltimore City.

Services Provided:

- Portable crib
- Goods such as diapers, wipes, a onesie, infant hygienic products, preventative infant care literature, and handmade crochet blankets to be used for swaddling.
- Sleep education

ShareBaby

1792 Union Ave. Balto.MD 21211

Phone: 667-212-3455

ShareBaby seeks to address the unmet basic needs of Baltimore's most vulnerable young children through the distribution of diapers and other essential items.

ShareBaby distributes items through their partners. Visit

www.sharebaby.org

The Stork's Nest

Baltimore Medical Systems
3509 Eastern Ave. Balto.MD 21224

Johns Hopkins Bayview Medical Center

4940 Eastern Ave. Balto.MD 21224
Phone: 410-550-0589

The Stork's Nest program uses a point-based incentive system. Participants can earn points by attending Stork's Nest educational classes, going to their prenatal care appointments, and adopting healthy behaviors'. These points can be used to shop at the Stork's Nest store, where you can purchase a variety of infant care items including clothing and diapers.

Provides:

- Parenting education
- Infant clothing
- Nursery supplies
- Diapers
- Bathing items
- Feeding supplies

Call or email for more information:

storksnest@exchange.johnshopkins.edu

Mothers may continue to earn points until their baby turns 12 months old by attending baby checkups and making sure immunizations are received on time.

WOMEN INFANT & CHILDREN (WIC)



provides healthy, supplemental foods and breastfeeding support for people who are **pregnant, have a new baby, or have a child under age 5.**

What does WIC offer?

- Healthy supplemental foods and nutrition education
- Breastfeeding and chestfeeding support, including access to lactation specialists
- Infant formula
- Health screenings and referrals to other food, health and social agencies
- Free app to help you use your WIC benefits

**Language services and other services (hearing, speech) available*

Who can join WIC?

Both adults and children can enroll in WIC. WIC can provide services:

- During pregnancy
- For 6 months after delivery (or up to a year if you are breastfeeding or chestfeeding)
- To children ages 1 to 5 years (any parent, grandparent, or guardian can sign their children up for WIC)

You can be eligible for WIC if you are:

- Employed or without a job
- With or without a home
- Married, single, or divorced
- Of any immigration status

You must:

- Be a Maryland resident
- Meet income guidelines

**WIC data will never be used for immigration enforcement purposes. Participating in the program does not affect your ability to become a U.S. citizen or lawful permanent resident.*

**You can qualify for WIC if you receive SNAP, medical assistance, SSI or other government assistance.*

**WOMEN INFANT & CHILDREN
(WIC)**

How do I apply?



You can call **410-396-9427** to apply.



Or you can fill out this form for yourself or a client:
<https://redcap.link/baltimorewic>



Scan to
Apply



Many people do not realize that they are eligible for WIC.
Check your eligibility here:
<https://wic.fns.usda.gov/wps/pages/preScreenTool.xhtml>

How do I contact Baltimore City WIC?



Contact **410-396-9427** for appointments and breastfeeding assistance



Follow Baltimore City WIC Program on Facebook



Visit <https://health.baltimorecity.gov/node/171>

FAMILY SERVICES

CASA, Inc-Baltimore Welcome Center

2706 Pulaski Hwy, Balto. MD 21224

Phone: 410-732-7777

CASA is a national powerhouse organization building power and improving the quality of life in working-class: Black, Latino, Indigenous, and Immigrant communities.

Programs:

- Adult ESOL (English for Speakers of Other Languages)
- Youth Leadership Development
- Americorps
- Citizenship
- Community Organizing
- Health
- Financial Education and Free Tax Services
- Legal Services
- Vocational Training

Division of Aging Baltimore City

Maryland Access Point (MAP)

417 E Fayette St. 6th flr

Balto. MD 21202

Phone: 410-396-2273

MAP provides older adults, adults with disabilities, and their caregivers with available resources. Individuals will receive information and assistance with services such as screening for federal and state benefits, assisted living support, legal

aid, Medicare enrollment, caregiver support, meals, medication management, transportation, and dealing with issues like Alzheimer's, dementia, and chronic diseases.

KEYS Empower

7501 Liberty Road Suites A, B, F, /G & L, Gwynn Oak, MD 21207

Phone: 443-429-2536

Baltimore City and County

Provides a Community Health Center, Senior Services, Recreation & Out of School Time Services, Outpatient Mental Health Clinic, **Youth Services Bureau**, Nontraditional Therapy, Community Nutrition and Meal Program, Workforce Development and **YouthWorks**.

Latino Economic Development Center (LEDC)

3500 Boston St., Suite 227

Balto. MD 21201

Phone: 202-540-7400

(LEDC) equips Latinos and other underserved communities with the skills and financial tools to create a better future for their families and communities.

Programs: Small business loans for entrepreneurs, housing counseling, tenant services, first-time homebuyer assistance.

Planned Parenthood

330 North Howard St. Balto. MD
21201

Phone: 410-576-1414

Monday-Friday

9:00am-4:30pm

Planned Parenthood is one the nation's leading providers of high quality, affordable health care, and the nation's largest provider of sex education. With or without insurance health care is provided.

You can privately and easily book your appointment online for select services 24/7.

Services Offered:

- Abortion
- Emergency Contraception
- Birth Control
- Gender-Affirming Care
- Pregnancy Testing
- STD testing and treatment
- HIV Services
- Vaccines

Birth control prescriptions can be filled at their Health Center instead of the pharmacy.

Roberta's House

928 E North Ave. Balto. MD 21202

Phone: 410-235-6633

24/7 Homicide Advocate Support

Line: **1-877-227-3478**

Help children, youth, adults, and families from pain to find purpose. At Roberta's House, people of various ages from children to adults, discover comfort in the knowledge that they're not facing grief alone.

Services Provided:

- Adult Programs
- Community Programs
- Family Programs
- Youth Programs
- School-Based Programs
- Educational Institute

Children take part in activities tailored to their age, helping them recognize and express their emotions, while adults engage in group conversations and gain access to resources to assist them through their grieving process.

The Family League of Baltimore

2305 N Charles St. Suite #200
Balto. MD 21218

Phone: 410-662-5500

Family League works collaboratively to support data-informed, community-driven solutions that align resources to dismantle the systemic barriers which limit the possibilities for children, families, and communities.

Programs:

- B'More for Healthy Babies
Plan your family, Healthy pregnancy & Babies, early Childhood, and Caring for Yourself
- Food Access
- School Readiness – Early Childhood Advisory Council
- Community Schools & Out-of-School Time

The Family Tree: Parenting Training

2108 N Charles St. Balto> MD 21218

Parenting Helpline: 800-243-7337

24-hr Hotline, parenting education, support groups, anger management.

The Jeremiah Program

1900 N Howard St. Suite 202

Balto. MD 21218

Email: info@jeremiahprogram.org

Jeremiah Program serves single moms and their children experiencing poverty in Baltimore, Maryland.

Core Programs:

- College Access + Career Support
- Quality Early Childhood Education
- Safe/Affordable Housing
- Empowerment Leadership/ career Training
- Supportive Community

DEPARTMENT OF SOCIAL SERVICES (DSS)

Baltimore City Department of Social Services (Dunbar)

2919 E Biddle St. Balto. MD 21213

Phone: 443-423-6400

Baltimore City Department of Social Services (Broadway)

2000 N Broadway St. Balto. MD

21213

Phone: 443-378-4600

Baltimore City Department of Social Services (Hilton Heights)

500 Hilton Ave. Balto. MD 21229

Phone: 443-423-6400

Baltimore City Department of Social Services (Penn-North)

2500 Pennsylvania Ave. Balto. MD

21217

Phone: 443-423-6400

Baltimore City Department of Social Services (Reedbird)

18 Reedbird Ave. Balto. MD 21225

Phone: 443-423-4787

For Customer Service Call: 1-800-332-6347

COMMUNITY SCHOOLS

HIGH SCHOOLS

Augusta Fells Savage Institute #430

Grades 9-12

1500 Harlem Ave. Balto. MD 21217

Phone: 410-396-7701

Baltimore City College #480

Grades 9-12

3220 The Alameda Balto. MD 21218

Phone: 410-396-6557

Baltimore Polytechnic Institute #403

Grades 9-12

1400 West Cold Spring Lane Balto.
MD 21209

Phone: 410-396-7026

Baltimore School for the Arts #415

Grades 9-12

712 Cathedral St. Balto. MD 21201

Phone: 443-642-5165

Benjamin Franklin High at Masonville Cove #239

Grades 9-12

1021 Cambria St. Balto. MD 21225

Phone: 410-396-1373

Carver Vocational-Technical #454

Grades 9-12

2201 Presstman St. Balto. MD 21216

Phone: 410-396-0553

Digital Harbor #416

Grades 9-12

1100 Covington St. Balto. MD 21230

Phone: 443-984-1256

Edmondson-Westside #400

Grades 9-12

501 North Athol Ave. Balto. MD
21229

Phone: 410-396-0685

Forest Park #406

Grades 9-12

3701 Eldorado Ave. Balto. MD 21207

Phone: 410-396-0753

Frederick Douglass #450

Grades 9-12

2301 Gwynns Falls Parkway
Balto. MD 21217

Phone: 410-396-7821

Maritime Industries Academy #431

Grades 9-12

2700 Seamon Ave. Balto. MD 21225

Phone: 410-396-0242

Mervo #410

Grades 9-12

3500 Hillen Rd. Balto. MD 21218

Phone: 410-396-6496

Patterson Park #405

Grades 9-12

100 Kane St. Balto. MD 21224

Phone: 410-396-9276

Paul Laurence Dunbar #414

Grades 9-12

1400 Orleans St. Balto. MD 21231

Phone: 443-642-4478

Reginald F. Lewis #419

Grades 9-12

6401 Pioneer Drive. Balto. MD 21214

Phone: 410-545-1746

Renaissance Academy #433

Grades 9-12

1301 McCulloh St. Balto. MD 21217

Phone: 443-984-2831

Western #407

Grades 9-12

4600 Falls Rd. Balto. MD 21209

Phone: 410-396-7040

MIDDLE/HIGH SCHOOLS

Academy for College #427

Grades 6-12

1300 W 36th St. Balto. MD 21211

Phone: 410-396-7607

Baltimore Design School #382

Grades 6-12

1500 Barclay St. Balto. MD 21212

Phone: 443-642-2311

Friendship Academy of Engineering and Technology #339

Grades 6-12

2500 E Northern Pkwy. Balto. MD

21214

Phone: 443-642-5616

New Era Academy #422

Grades 6-12

2700 Seamon Ave. Balto. MD 21225

Phone: 443-984-2415

Reach! Partnership #341

Grades 6-12

2801 St. Lo Drive. Balto. MD 21213

Phone: 443-642-2291

ELEMENTARY /MIDDLE SCHOOLS

Abbottson Elementary School #5

Grades Pre-K to 5

1300 Gorsuch Ave. Balto. MD 21218

Phone: 443-984-2685

Armstead Gardens Elementary School #243

Grades Pre-K to 8

5001 E Eager St. Balto. MD 21205

Phone: 410-396-9090

Barclay Elementary School #54

Grades Pre-k to 8

2900 Barclay St. Balto. MD 21218

Phone: 410-396-6387

Cecil Elementary School #7

Grades Pre-k to 8

2000 Cecil Ave. Balto. MD 21218

Phone: 410-396-6385**Charles Carroll Barrister Scholl #34**

Grades Pre-k to 8

1327 Washington Blvd. Balto. MD
21230**Phone: 410-396-5973****Collington Elementary/Middle #97**

Grades Pre-k to 8

1409 N Collington Ave. Balto. MD
21213**Phone: 410-396-9198****Commodore/John Rodgers School
#27**

Grades Pre-k to 8

6820 Fait Ave. Balto. MD 21224

Phone: 410-396-9300**Dallas F. Nicholas Sr. Elementary
School #39**

Grades Pre-k to 8

201 E 21st St. Balto. MD 21218**Phone: 410-396-4525****Dr. Bernard Harris Senior Elementary
School #250**

Grades Pre-k to 5

Phone: 410-396-1452**Dr. Carter G. Woodson School**

Grades Pre-k to 8

2501 Seabury Rd. Balto. MD 21225

Phone: 410-396-1366**Federal Hill Preparatory School #45**

Grades Pre-k to 5

1040 William St. Balto. MD 21230

Phone: 410-396-1207**Fort Worthington
Elementary/Middle #85**

Grades Pre-k to 8

2710 E Hoffman St. Balto. MD 21213

Phone: 410-396-9161**Graceland Park/Odonnell School
#240**

Grades Pre-k to 8

6300 O'Donnell St. Balto. MD 21224

Phone: 410-396-9083**Harford Heights School #37**

Grades Pre-k to 5

1919 N Broadway St. Balto. MD
21213**Phone: 410-396-9341****Harlem Park Elementary/Middle
School# 35**

Grades Pre-k to 8

1401 Lafayette Ave. Balto. MD 21217

Phone: 410-396-0633**Highlandtown Elementary/Middle
School #237**

Grades Pre-k to 8

231 S Eaton St. Balto. MD 21224

Phone: 443-642-2792

Lakeland Elementary/Middle School #12

Grades Pre-k to 8
2921 Stranden Rd. Balto. MD 21230
Phone: 410-396-1406

Lakewood Elementary School #86

Grades Pre-k and kindergarten
2625 Federal St. Balto. MD 21213
Phone: 410-396-9158

Leith Walk Elementary/Middle School #245

Grades Pre-k to 8
245 Leith Walk Balto. MD 21239
Phone: 410-396-6380

Margaret Brent Elementary/Middle School #53

Grades Pre-k to 8
100 E 26th St. Balto. MD 21218
Phone: 410-396-6509

Mary E Rodman Elementary School #204

Grades Pre-k to 5
3510 W Mulberry St. Balto. MD 21229
Phone: 410-396-0508

Medfield Heights Elementary School #249

Grades Pre-k to 5
4300 Buchanan Ave. Balto. MD 21211
Phone: 410-396-6460

Northwood Elementary School #242

Grades Pre-k to 5
5201 Loch Raven Blvd. Balto. 21239
Phone: 410-396-6377

Pimlico Arundel Elementary School #223

Grades Pre-K to 8
4849 Pimlico Rd. Balto. MD 21215
Phone: 410-396-0876

Tench Tilghman Elementary School #13

Grades Pre-k to 8
600 N Patterson Park Ave. 21205
Phone: 410-396-9247

Thomas Johnson School #84

Grades Pre-K to 8
100 E Heath St. Balto. MD 21230
Phone: 410-396-1575

Waverly Elementary/Middle School #51

Grades Pre-K to 8
3400 Ellerslie Ave. Balto. MD 21218
Phone: 410-396-6394

Westport Academy School #225

Grades Pre-k to 8
2401 Nevada St. Balto. MD 21230
Phone: 410-396-3396

William Paca Elementary School #8

200 N Lakewood Ave. Balto. MD 21224
Phone: 410-396-9148

Yorkwood Elementary School #219

Grades: Pre-k to 5

5931 Yorkwood Rd. Balto.MD 21239

Phone: 410-396-6364

CHILDCARE RESOURCES

Baltimore City Public Schools Child Find

Child Find is the process of locating, evaluating and identifying all children birth through age 21 who are suspected of having a disability.

Parents who suspect your child may have an educational disability should reach out to your child's school.

For ages 3 to 21, please call 443-984-1011. For children younger than 3, call the Infants and Toddlers Program at 410-396-1666.

Child Find Contact Information:

Crystal Smith

Staff Specialist – Child Find

Phone: 410-396-8900

Child Care Scholarship Program

The Child Care Scholarship (CSS) formerly known as Child Care Subsidy) program helps eligible families in Maryland pay for high-quality childcare and early education programs.

The new Fast Track Child Care Scholarship application process shortens your wait to three (3) business days to get help with childcare expenses and 60 days of

childcare assistance while your Childcare Scholarship application is processed, if you are eligible!

To be eligible for the CSS Program, you must be:

- A Maryland resident who is working/employed, in an approved training program or attending school. For families where both parents live within the same household, both parents must meet all eligibility requirements.
- A recipient of Temporary Cash Assistance (TCA) or Supplemental Security Income (SSI) or within CSS income guidelines.
- Willing to have your child immunized to Maryland state standards to provide documentation supporting Exemption from Immunization.
- Willing to provide proof that each child needing childcare is a citizen of the US or a qualified alien (provide a Birth Certificate for each child or documentation that certifies the child's status.) NOTE: Parents **ARE NOT** required to be citizens of the United States.
- Willing to provide proof of identity for all members within

the household composition.
(Proof of identity for the parent
can be any form of a
government issued document.
The birth certificate or
immigration status
documentation can serve as
proof of identity for each child
in the household composition.)

- Willing to provide a Photo I.D.
(Only required of the head of
households.)

To apply for a Child Care
Scholarship, you must apply
through the Child Care Scholarship
Family Portal.

required for all new or existing
families.

www.family.childcareportals.org

Maryland State Department of
Education

200 West Balto. MD 21201

Phone: 410-767-0100

Registration in the Child Care
Scholarship (CSS) Family Portal is

| Maximum Annual Income MAI | | |
|---------------------------|-------------------------|-----------------------|
| Family Size | MAI Effective 5/23/2022 | MAI Effective 4/22/24 |
| 2 | \$61,222 | \$86,266 |
| 3 | \$75,627 | \$106,563 |
| 4 | \$90,033 | \$126,861 |
| 5 | \$104,438 | \$147,159 |
| 6 | \$118,843 | \$167,457 |
| 7 | \$121,544 | \$171,262 |
| 8 | \$124,245 | \$175,068 |
| 9 | \$126,946 | \$178,874 |
| 10 | \$129,647 | \$182,680 |
| 11 | \$132,348 | \$186,486 |
| 12 | \$135,049 | \$190,292 |

HEAD START PROGRAMS

Mayor's Office of Children & Family Success

Baltimore City Head Start provides early childhood and family development services for low-income children (ages 3-5) and families in Baltimore City.

Head Start services are federally funded and free for families who meet income requirements.

| 2024 Poverty guidelines | |
|---|--------------------|
| Household size | Poverty guidelines |
| 1 | \$15,060 |
| 2 | \$20,440 |
| 3 | \$25,820 |
| 4 | \$31,200 |
| 5 | \$36,580 |
| 6 | \$41,960 |
| 7 | \$47,340 |
| 8 | \$52,720 |
| For families with more than 8 persons, add \$5,380 for each additional person | |

Registration Documents

Proof of Child's Age

- Birth certificate, passport or immunization record
- Social Security is not required

Proof of Income

- Current consecutive pay stubs, current W2, tax form 1040, SSI or child support
- Income includes wages before deductions and income earned through self-employment, TANF (Temporary Aid for Needy Families) or SSI (Supplemental Security Income), Social Security benefits, unemployment benefits, pensions, scholarships and lottery earnings
- Children in foster care or kinship care and children who are homeless are homeless automatically eligible for Head Start services. Over-income families may apply.

Proof of Address

- Driver's license, current lease, mortgage statement, phone bill, BGE bill, bank statement, benefits letter or other document that shows family lives in Baltimore

Proof of Special Needs

- Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP)
- At least 10% of the slots in a Head Start program must

be made available to children with special needs/diagnosed disabilities.

After enrollment, please provide the following items:

- Your child's immunization record
- Documentation of your child's most recent physical and lead test/level
- Other supporting documents, as requested

Baltimore City Head Start Program Directory

Bowleys Lane Dayspring
5010 Bowley's Ln., 21206
Phone: 410-485-1010

Catholic Charities of Baltimore
915 Sterrett St., 21225
Phone: 667-600-3783

Dukeland
2803 N Dukeland St., 21216
Phone: 443-835-3700

Day Springs Head Start
621 N Eden St., 21205
Phone: 410-522-1324

Gardenville
5427 Belair Rd., 21224
Phone: 410-485-5927

Kinney Krieger Baltimore
1101 Valley St., 21202
Phone: 443-923-4300

Maryland Family Network Baltimore City
1800 Washington Blvd., 21230
Phone: 410-659-7701

St. Vincent de Paul Patterson Park
242 S Patterson Park, 21231
Phone: 410-276-5724

Union Baptist Harvey J
1211 Druid Hill Ave., 21217
Phone: 410-523-8793

Waverly Family Center
829 Montpelier St., 21218
Phone: 410-235-0555

Y of Central Maryland

Y Head Start services are available at the following locations:

Belair Head Start

4605 Belair Rd., 21206

East Fayette Head Start

1116 E. Fayette St., 21202

Elgin Head Start

2030 Elgin Ave., 21217

Sherwood Head Start

(Leith Walk Elementary/Middle School) 1235 Sherwood Ave., 21239

Dickey Hill Head Start

(Dickey Hill Elementary/Middle School)
5025 Dickey Hill Rd., 21207

Edmondson Head Start

(Westside Skills Center)
4501 Edmondson Ave., 21229

Sherman Early Childcare Center

900 E 33rd St., 21218

West Preston Head Start

507 W Preston St., 21201

HOME GOODS/CLOTHING

Professional Clothing by Suited to Succeed

250 West Dickman St., Balto. MD 21202

Phone: 410-528-1799

Suited to Succeed provides professional clothing to Baltimore women in need professional attire.

Please reach out by phone to schedule an appointment.

Attire 4 Hire by The Franciscan Center of Baltimore

10 West 23rd St., Balto. MD 21218

Phone: 410-467-5340

Attire 4 Hire provides men with professional clothing. Men's professional suiting for jobs interviews, graduations, or other formal occasions. The clothing program provides families and individuals with seasonal appropriate clothing year-round.

Project ENCORE Compassion Clothing Closet by Enoch Pratt Free Library

400 Cathedral St., Balto. MD 21201

Phone: 410-396-5430

Please contact:

www.projectencore@prattlibrary.org

Compassion Clothing Closet is a monthly pop-up shopping experience for returning citizens to assist with personal and professional clothing needs. Held every second Thursday of the month from 11:00am-1:00pm.

Share Baby

1792 Union Ave., Balto. MD 21211

Phone: 667-212-3455

Locations:

- Abbotson Elementary Judy Center
- Weinberg Child Development Center @ The House of Ruth
- The Family Tree, Inc.
- St. Vincent de Paul of Baltimore
- Better Waverly Community Organization
- The Franciscan Center
- Waverly Childcare Center Early Head Start
- International Rescue Committee
- Marian House

ShareBaby seeks to address the unmet needs of Baltimore's vulnerable young children through the distribution of diapers and other essential items. **Items are not given directly to individuals.**

HEALTH INSURANCE

HealthCare Access Maryland (HCAM)

1 N Charles St., Suite 900, Balto. MD 21201

Phone: 410-649-0521

www.healthcareaccessmaryland.org

Maryland Access Point

Maryland Access Point (MAP) serves as the entry point for obtaining information, referrals, and options counseling for older adults, adults with disabilities, their families, caregivers, and professionals.

Phone: 410-396-2273

Monday-Friday

8:30am-4:30pm

Maryland Insurance Administration

200 St. Paul St., Balto. MD 21202

Phone: 1-800-492-6116

Auto insurance, Health Insurance, Home Insurance, Life Insurance, Renters Insurance, Health Coverage Assistance Team.

Regulated Maryland's Insurance Industry & protects consumers.

Medicare Call Center and Senior Medicare Patrols

The Senior Medicare Patrol (SMP) is a federally funded organization that helps Medicare beneficiaries, their families, and caregivers prevent, detect, and report Medicare fraud.

Contact the SMP by calling **1-877-**

808-2468 or visit

www.smpresource.org

Federal Trade Commission

Identity Theft

Phone: 1-877-438-4338

Medicaid: An insurance program that provides free or low-cost health coverage for eligible low-income children up to age 21 and adults, as well as pregnant women who qualify.

If you need to renew or cancel your Medicaid coverage, we recommend that you contact your local health department and work with a Medical Assistance (MA) Caseworker. MA Caseworkers are state employees who are Medicaid experts.

Baltimore City residents enrolled in Medicaid can call HCAM'S Eligibility Department at **410-649-0521**. Medical benefits or replacement cards call the MD Health Connection at **1-588-642-8572**

HEALTH CLINICS & HOSPITALS

Baltimore City Health Department

1001 E Fayette St., Balto. MD 21202

Phone: 410-396-4398

Website: www.health.baltimore.gov

Belair Road Family Health Center

Maryland Healthcare Company

3301 Belair Rd., Balto. MD 21213

Phone: 410-558-4800

Website: www.bmsi.org

Chase Brexton Health Care

1111 North Charles St., Balto. MD 21201

Phone: 410-837-2050

Website: www.chasebrexton.org

East Baltimore Medical Center

1000 E Eager St., Balto. MD 21202

Phone: 410-522-9800

Website: www.bmsi.org

Harrison Healthcare

2328 N Charles St., Balto. MD 21218

Website: www.harrisonrx.com

Health Care for the Homeless

421 Fallsway, Balto. MD 21202

Phone: 410-837-5533

Website: www.hchmd.org

Jai Medical Center

2425 Eutaw Pl., Balto. MD 21217

Phone: 410-728-6900

Website: www.jaimedicalcenter.com

Johns Hopkins Bayview Medical Center

4940 Eastern Ave., Balto. MD 21202

Phone: 410-550-0100

Website: www.hopkinsmedicine.org

Johns Hopkins Hospital/Children's Center

1800 Orleans St., Balto. MD 21287

Phone: 443-997-5437

Website: www.hopkinsmedicine.org

Medstar Harbor Hospital

3001 S Hanover St., Balto. MD 21225

Phone: 410-350-3200

Website:

<https://www.medstarhealth.org>

Medstar Union Memorial Hospital

201 E University Pkwy, Balto. MD 21218

Phone: 410-554-2000

Website: www.medstarhealth.org

Mercy Medical Center Emergency Department

345 Saint Paul St., Balto. MD 21202

Phone: 410-332-9477

Website: www.mdmercy.com

Mt. Washington Pediatric Hospital

1708 West Rogers Ave., Balto. MD
21209

Phone: 410-578-8600

Website: www.mpwh.org

Shepherd's Clinic

Medstar Adult Medicine
2800 Kirk Ave., Balto. MD 21218

Phone: 410-467-7140

Website: www.shepherdclinic.org

Sinai Hospital

2401 W Belvedere Ave., Balto. MD
21215

Phone: 410-383-8300

Website: www.lifebridgehealth.org

Total Health Care

1501 Division St., Balto. MD 21217

Phone: 410-383-8300

Website: www.totalhealthcare.org

University of Maryland Hospital

22 South Greene St., Balto. MD 21201

Phone: 410-328-8667

Website: www.umms.org

MENTAL HEALTH/SUBSTANCE USE PROGRAMS

ABA Health Services Inc.

3939 Reisterstown Rd., Balto. MD
21215

Phone: 410-367-7821

ABA Health Services is a private alcohol and drug rehab that offers treatment for a variety of substance abuse addictions including co-occurring mental health disorders.

Above It All

638 N Gilmore St., Balto. MD 21217

Phone: 410-462-2268

Website: www.aiahealth.org

Therapy for Youth & Adults, workshops and substance use support.

Baltimore Crisis Response Inc.

aHere2Help Hotline

5124 Greenwich Ave., Balto. MD
21229

Phone: 410-433-5255 (Admin Office)
988 Crisis Hotline

Belair Health Services, Inc.

4825 Belair Rd. Balto. MD 21206

Phone: 410-509-0205

Website: www.bdhealthservices.com

Center for Addiction Medicine (CAM)

827 Linden Ave. Suite B

Balto. MD 21201

Phone: 410-225-8230

Website: www.umms.org

Service include Outpatient medically supervised withdrawal, medication-assisted treatment and Outpatient counseling.

Center for Substance Abuse

Treatment and Research

1800 Orleans St., Balto. MD 21287

Phone: 410-550-6911

Website: www.hpkinsmedicine.org

Outpatient Drug Rehab Center

Charm City Care Connection

1212 N Wolfe St., Balto. MD 21213

Phone: 443-478-3015

Substance Use treatment referrals
call: **410-241-0996**

Dayspring Program

1125 N Patterson Park Ave., Balto.
MD 21213

Phone: 410-563-3459

Addresses substance use and other addictions with research-based prevention programs and workshops.

Dynamic Healthcare Mental Health Services

516 Conkling St., Balto. MD 21224

Phone: 410-864-8874

Psychiatric Rehabilitation Program,
Outpatient Mental Health clinic,
Community Initiative.

Glenwood Life Counseling Center

516 Glenwood Ave., Balto. MD 21212

Phone: 410-323-9811

Medication Dispensing
6:00am-2:00pm
Provides medication, case
management and recovery services.

Guadenzia at Park Heights

4615 Park Heights Ave., Balto. MD
21215

Phone: 443-423-1500

Treatment and referral Helpline:
833-976-4357

Helping Up Mission

1029 E Baltimore St., Balto. MD
21202 (Men's Center)
1216 E Baltimore St. (Women Center)

Phone: 410-929-6999

Impacting Tomorrow Health Center

1120 N Charles St., Balto. MD 21201

Phone: 443-218-8282

Provides counseling, mental health
support, vocational training and

parenting skills, anger management
and holistic therapy.

Johns Hopkins Broadway Center for Addiction

911 N Broadway ST., Balto. MD 21205

Phone: 410-955-5439

Leading by Example Mental Health Services

3001 E Biddle St., 21213

Phone: 443-438-7614

Tuesdays and Thursdays only
In-home support, health home
services, therapy and medication
management.

Mercy Behavioral Health Center

5438 York Road, Suite 101

Phone: 410-323-2300

Medication, Counseling, Depression
and Grief Support.

My Father's Heart Level II Recovery Residence

3112 E Biddle St., Balto. MD 21213

Provides an opportunity to develop
the tools necessary for a sustainable
recovery from alcohol and drug use.
The home can house seven residents,
with a total of 7 bedrooms and 2.5
bathrooms.

To apply for residency email:

Myfathersheart12@verizon.net

National Alliance on Mental Illness (NAMI)

2601 N Howard St., Suite 130
Balto. MD 21218

Phone: 410-435-2600

Provides mental health hubs and a variety of classes, support groups, and community forums to support individuals living with mental health conditions and their families.

NOW Behavioral Health

4025 Eastern Ave., Balto. MD 21224

Phone: 301-685-0000

Adult Therapy, Child/Adolescent Therapy, video counseling, mood disorders and depression.

One Promise Counseling & DUI Education

6211 Belair Rd., Balto. MD 21206

Phone: 443-835-2681

Substance use education, Mental Health, Housing, Outpatient services, Medication Assisted Recovery, Court Liaison

Patty's Place

4515 Frankford Ave., Balto. MD 21206

Phone: 443-356-2020

Supportive housing for recovering addicts in Baltimore.

Website: pattysplaceinc@yahoo.com

Powell Recovery Center (PRC)

14 S Broadway St., Balto. MD 21231

Phone: 410-276-1773

In most cases PRC can schedule help within 24 hours. Treatment on Demand. Withdrawal Management, Residential Treatment, Outpatient Services, and Residential Treatment for Couples Program.

Royal Minds Rehabilitation Services

3719 E Baltimore St., Balto. MD 21224

Phone: 410-943-2424

Royal Minds provides free consultations & customized treatment plans. Services include alcohol & drug addiction treatments, psychosocial rehabilitation, case management, recovery support, residential and assertive community treatments.

Sheppard Pratt-Psychiatric Rehabilitation Day Program

2225 N Charles St., Balto. MD 21218

Phone: 410-453-9553

Day Program activities promote recovery through personalized assessment and rehabilitation planning.

South Baltimore Station

140 W West St., Balto. MD 21230

Phone: 410-752-4454

An innovative therapeutic residential treatment program supporting **Veterans** who are overcoming obstacles to regain self-sufficiency.

Substance Use Disorder (SUD)

3901 The Alameda, Balto. MD 21218

Phone: 410-605-7650

VA health connect: 855-679-0250
Mental health: 410-605-7000, ext. 53978

Loch Raven **VA** Community Living Center & Rehabilitation Wing
3900 Loch Raven Blvd., Balto. MD 21218

T.I.M.E. Organization Inc.

4538 Edmondson Ave., Balto. MD 21229

Phone: 443-872-2230

Appointments are available within 24-48 hours for your convenience.

The Concerted Care Group (CCG)

112 East Patapsco Ave., Balto. MD 21225

Phone: 667-260-2600

Dispensing Hours: Mon-Fri.
5am-2pm
Saturday, 6am-10am

Thrive Works

2 Hamill Rd., Suite 410

Balto. MD 21210

Phone: 724-1848

Get-in-person or online therapy.

Tuerk House (Main Campus)

730 Ashburton St., Balto. MD 21216

Phone: 410-233-0684

Crisis Stabilization, Inpatient Detoxification, Residential, Outpatient Treatment, Partial Hospitalization, Medication-Assisted Treatment, Peer Support, DUI Classes, Integrated Behavioral Health Services & Urgent Care and Pharmacy.

Turning Point Clinic

2401 E North Ave., Balto. MD 21213

Phone: 410-675-2113

Offer heroin treatment, methadone treatment and mental health care services. Help with opioid use disorder treatment.

UM Addiction Treatment Center

1001 W Pratt St.

Phone: 443-462-3400

827 Linden Ave., Suite B

Phone: 410-225-8230

821 N Eutaw St., #405

Phone: 410-225-8240

Valley Bridge Treatment Center

28 S Broadway St., Balto. MD 21231

Phone: 410-675-7765

Valley Bridge house has held out the hand of hope to individuals who have sought recovery from alcoholism and substance abuse.

It's a care, treatment and rehabilitation center for the suffering addicted person, no matter what substance they are addicted to.

HOUSING/SHELTERS

Baltimore Rescue Mission-Men's Division

4 N Central Ave., Balto. MD 21202

Phone: 410-342-2533

The Men's Division is an emergency overnight shelter for homeless men 18 years and up that provides food clothing, shelter, and showers.

Baltimore Safe Haven

2117 N Charles St., Balto. MD 21218

Phone: 443-869-6867

Baltimore's Safe Haven is committed to empowering TLGBQ individuals in Baltimore City who are navigating survival models by providing inclusive and supportive spaces, resources, and opportunities.

Dayspring Program Inc. (Transitional Housing)

1125 N Patterson Park Ave., Balto. MD 21213

Phone: 410-563-3459

Contact: Rhonda Turne-Wilkes

rwilkes@daspringbaltimore.org

Offers substance abuse treatment.

House of Ruth

2201 Argonne Drive., Balto. MD 21218

Phone: 410-889-0840/7884

House of Ruth leads the fight to end violence against women and their children by confronting the attitudes, behaviors and systems that perpetuate it, and by providing victims with services necessary to rebuild their lives safely and free of fear.

Healthcare For the Homeless

421 Fallsway, Balto. MD 21202

Phone: 410-837-5533

2000 W Baltimore St., Suite 3300 Balto. MD 21223

Phone: 443-703-1400

Services include audit, pediatric and family medical and dental care, obstetrics, case management (including insurance and benefits enrollment), occupational therapy, psychiatry, substance use disorder (addiction) treatment (including medication-assisted treatment & syringe services)

Karis Home (Women & Children)

1228 E Baltimore St., Balto. MD 21202

Phone: 410-342-1323

Secure a bed at the Karis Home by calling with a phone interview.

The Karis Home is an operation to provide emergency short-term help for homeless women and children. Food, clothing, shelter, showers, and a one-hour gospel service each evening.

Marian House

949 Gorsuch Ave., Balto. MD 21218

Phone: 410-467-4121

A transitional and permanent housing and support services program for homeless women and their children.

My Sister's Place Women's Center

17 W Franklin St., Balto. MD 21201

Phone: 667-600-3700

My Sister's Place Women's Center is a comprehensive day resource center for women and children experiencing homelessness in Baltimore City.

Visitors & Volunteers entrance.

411 Cathedral St., Balto. MD 21201

Sarah's Hope Women/Children Shelter

1114 N Mount St., Balto. MD 21217

Phone: 410-982-0845

Comprehensive 130 bed shelter serving homeless families in Baltimore City. Services include, meals, youth activities, and tutoring, adult education classes, case management.

St. Ambrose Housing Aid Center

321 E 25th St., Balto. MD 21218

Phone: 410-366-8550

Journey of Hope provides young people (ages 18-24) who are experiencing homelessness a safe, temporary, welcoming space for up to five months with wrap-around case management services that support the pursuit of a stable living arrangement.

Interested youth who do not have a current case manager can call 410-366-6180 to be connected someone who can refer you.

- Must be 18-24 years old
- Able to live independently
- Able to work and or attend school
- Willing to participate in the programs monthly group sessions and home visits

Susanna Wesley House

609 Park Ave., #1 Balto. MD 21201

Phone: 410-837-3787

Provides transitional housing for homeless women in need and their dependent children, to provide a safe, clean home.

Satellite Office:

Transitional Housing for Men and Women by At Jacob's Well

323 E 25th St., Balto. MD 21218

Phone: 410-235-8877

Residents live in one seven ordinary row houses located in the Charles Village and Remington neighborhoods of Baltimore City. At Jacob's Well has three houses for women, housing eleven individuals, and four houses for men, housing eleven persons. One of our men's houses is designed for people with physical as well as mental disabilities.

Weinberg Housing & Resource Center

620 Fallsway, Balto. MD 21202

Phone: 667-600-3230

A low-barrier emergency shelter that provides homeless services to adult men and women.

*All prospective residents must contact the Mayor's Office of Homeless Services Coordinated Entry line at: **443-984-9540**

Request shelter referrals between 9:30am-9:00pm.

UTILITY ASSISTANCE

Baltimore City Community Action Partnership

The Baltimore City Community Action Partnership (BCCAP) operates five community-based CAP Centers that administer the city's energy, water and rental assistance programs and collaborate across the community to connect families to the resources they need to move toward financial stability

Starting April 22, 2024, The Department of Social Services will have staff at multiple CAP Center locations to assist customers who may be interested in applying for various benefits, including Supplemental Nutrition Assistance Program, Temporary Cash Assistance, Medical Assistance, and Emergency Assistance to Families with Children (this is a program that can assist with evictions, mortgage foreclosures, etc.)

Baltimore City CAP Programs

Rental Assistance
Water Assistance (Water4All)
Security Deposit Assistance
Energy Assistance
Case Management

Civic Workers Center for Sustainable Careers Energy Program

3501 Brehms Lane, Suite B
Balto. MD 21213

Phone: 410-929-6120

Civic Work's rehab houses, weatherize homes, apply heat-reflective cool roofs, and connect residents with critical financial and housing resources.

Energy Assistance to Families with Children (DSS)

Phone: 443-423-6400

Phone: 800-332-4600

Phone: 410-361-2235

You can apply online at:

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

Fuel Fund of Maryland

Apply online at:

www.fuefundmaryland.org

Applications are only accepted, Monday, Wednesday & Friday online between 9:00am-1:00pm.

Provides financial assistance towards customers Baltimore Gas and Electric bill. Fuel Fund can only assist either BGE or bulk fuel once every 12 months.

Maryland Public Service Commission**Phone: 410-767-8000**www.psc.state.md.us

The governmental agency that regulates Maryland utilities and directly assist customers through Consumer Assistance Division.

- File a utility or supplier complaint
- File a transportation complaint
- Help paying your utility bill

OHEP-Office of Home Energy**Programs****Department of Human Services**

The Office of Home Energy Programs (OHEP) provides bill assistance to low-income households in the State of Maryland to make their energy costs more affordable and help with the prevention of loss and the restoration of home energy service.

OHEP provides four separate grants:

- Maryland Energy Assistance Program (MEAP)
- Electric Universal Service Program (EUSP)
- Arrearage Retirement Assistance Program
- The Utility Service Protection Program (USPP) and the

Weatherization and Energy Efficiency Services.

For more information, call **1-855-583-8976** or visit

www.dhcd.maryland.gov/Pages/EnergyEfficiency

Services Provided:

Adoption and Guardianship, Adult Services, Energy Assistance, Bureau of Special Grants, Child Protective Services, Constituent Services, Disability Help Center, Homeless Services, MD Emergency Food.

The Office of the People's Counsel**Phone: 410-767-8150**

Work to improve utility performance and to protect Maryland residential utility customers from unfair sales practices and unreasonable rates for services such as electricity and natural gas.

Can your utility service be shut off in cold weather?

Can the utility shut off your electricity and gas during the winter months if you do not pay your bills? **The short answer is yes**, but there are some restrictions.

Winter protections:

From November 1 to March 31, there are some rules to protect customers in cold weather. **However, there is**

no rule that stops shut off's just because it's winter.

- No service shut offs are allowed on days when the forecast at 6am shows the temperature will be 32 degrees or below in your area, in the next 72 hours.
- For gas service, this rule only applies in hot weather if you use gas to cool your home.

- Installation of water tank
- Replacement of incandescent light bulbs
- Low showered device
- Carbon monoxide/smoke installation

Service can't be shut off for small bills:

- The utility cannot turn off your service if your gas or electricity bill is \$200 or less.
- Your service can't be shut off if your combined gas and electricity bill is \$300 or less.

Weatherization and Energy Efficiency

by Baltimore City (DHCD)

417 E Fayette St., Suite 1125

Balto. MD 21202

Phone: 410-396-3023

Apply online at:

www.dhcd.baltimorecity.gov or

complete a pre-application and send to: Light Intake and Assessment Unit.

Services offered:

- Energy audit safety testing and repair of heating/cooling system
- Installation of attic insulation

TRANSPORTATION

MTA Mobility

Mobility is a specialized transit service available to people, who because of a disability are functionally unable to get to a bus stop, wait unassisted at a stop or station or board or ride a bus or train by themselves. Mobility is a shared ride service offered from the first exterior door of your home or pick up location to the first exterior door of your destination.

The one-way fare is \$2.10 for eligible riders and their guest. If you are certified to travel with a Personal Care Attendant (PCA) they ride for free. Passengers must pay the exact fare when boarding the bus.

A 20-ride ticket book may be purchased for rider convenience at the MDOT MTA Transit Store.

Online: Ticket ride books may be purchased at

www.mta.maryland.gov/pass-store

Transit Store: Tickets may be purchased in person at 6 Saint Paul St. First Floor, Balto. MD 21202
Monday-Friday-8:00am-5:00pm
Phone: 410-767-3447

MTA Transit Information Contact Center

Phone: 410-539-5000

Monday-Friday

6:00am-7:00pm

Welcome suggestions, questions, compliments or complaints at any time.

MVA-Motor Vehicle

Administration/Customer Service

Phone: 1-800-950-1682

8:30am-4:30pm

MVA is open by appointment only.

Branches:

5425 Reisterstown Road, Balto. MD 21215

6601 Ritchie Hwy., Balto. MD 21060

1338A Eastern Blvd., Essex MD 21224

Taxicard Program

by Baltimore City Health Department
Division of Aging & Cares Services

410-396-2273

(BCHD) TaxiCard program is a transportation program that provides a monthly subsidy to eligible Baltimore City residents aged 60 or older as well as adult residents with a disability that are under the age of 60 with a completed medical form to travel using taxicabs. The program is funded by the Maryland Department of

Transportation and is subject to change.

PARTICIPATING TAXI COMPANIES

| Cab Company Name | Phone Number | Rides Origin |
|--|---------------------------------|--|
| A.A. County Cab Connection/A.A. Independent: | 410-766-1000 | Rides originating in A.A. County |
| Arrow Cab/Independent:  | 443-575-4411 or 410-233-8294 | Rides originating in Baltimore City |
| County Cab/Bell's Taxi: | 443-575-4110 or 410-233-5430 | Rides originating in N.W. Baltimore County |
| Diamond Cab: | 410-233-6000 or 410-947-3333 | Rides originating in West Baltimore City |
| Jimmy's Cab | 410-296-7200 | Rides originating in Baltimore County |
| Yellow-Checker Cab:  | 410-685-1212 | Rides originating in Baltimore City |

MULTIPLE SERVICES OFFERED

Franciscan Center

101 W 23rd St., Balto. MD 21201

Phone: 410-467-5340

Services Provided:

- Food/Pantry
- Clothing
- Eviction Prevention
- Case Management
- Men's Professional clothing
- Counseling
- Dental referrals

Paul's Place

1118 Ward St., Balto. MD 21230

Services Provided:

- Food
- Health & Wellness
- Peer Recovery
- Child & Family Services
- Workforce Development
- Case Management
- Culinary Training Program
- Eviction Assistance

St. Vincent DePaul

2305 N Charles St.

(Administration Office)

Phone: 410-662-0500

Services Provided:

- Homeless Services
- Hunger Services

- Employment Services
- Child & Family Services
- Veteran Services

The Samaritan Center Catholic Charities

411 Cathedral St. (Entrance)

Phone: 667-600-3700

United Way of Central MD

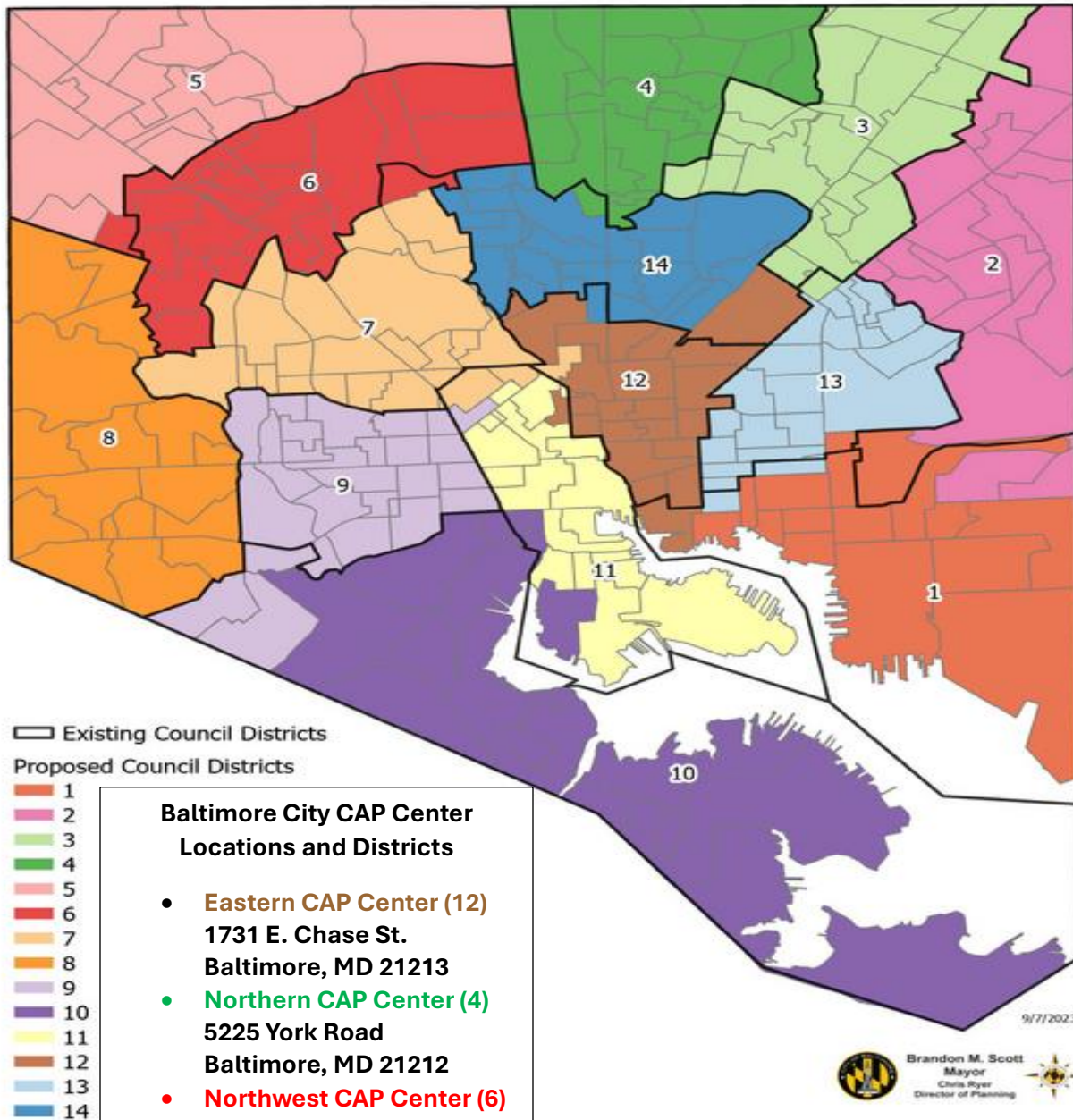
Montgomery Park Office

Phone: 410-547-8000

Services Provided:

- Housing
- Education
- Health
- 211 Helpline
- Veterans Treatment
- Childcare
- Food/Nutrition
- Eviction (STEP) Strategic
Targeted Eviction Prevention

BALTIMORE CITY CAP LOCATIONS & DISTRICTS



LANGUAGE LINE ACCESS GUIDE

MAYOR'S OFFICE OF CHILDREN AND FAMILY SUCCESS (MOCFS) - LANGUAGE LINE ACCESS GUIDE



MOBILE APP

1. Download the application, when accessing Language Line for the first time:

| iPhone or iPad | Android Device |
|--|---|
| <ol style="list-style-type: none"> 1. Tap the App Store icon and search for "LanguageLine InSight". Tap "Get" and "Install". 2. After download is complete, tap "Interpreters" icon. 3. Enter Authentication Code and Device Name. 4. Tap "Activate Device" 5. Tap "OK" to allow access to your microphone. | <ol style="list-style-type: none"> 1. Tap the Google Play store icon and search "Language Line". Tap "Interpreters" icon. Then tap "Install". 2. After download is complete, tap "Open". 3. Tap "OK", then tap "Allow" to allow access to your microphone and camera. 4. Enter Authentication Code and Device Name. |
| Authentication Code | WY8K4GFH7P |
| Device Name | MOCFS |

2. Open the Language Line application on your device.
3. Select the language you need from the list of 200+ languages. *If the language is not known, please show the Limited English Proficient (LEP) individual your screen and ask them to point to their language.*

TELEPHONE

1. *(If you are using an interpreter for an in-person interaction, begin at Step 2.)*
Let the LEP customer know that you are connecting with an interpreter and place them on hold. Then press the transfer key  (or "Add Call" on a cellphone).
2. Dial **1-855-412-6120**.
3. If prompted for your Client ID, enter **525285**. (You will likely not be asked for this number)
4. Select the language you need: Press 1 for Spanish, or 2 for all other languages.
 - a. Press 0 for unknown language, if you are unable to identify the customer's language, to connect to a representative to assist with language identification.
5. Enter the access code for your agency/department: **50**, followed by the pound (#) sign. You may be placed on hold while an interpreter is connected to the call.
6. *(Skip if in-person interaction)* When the interpreter is on the call, press the transfer key  again to have the interpreter join the call with LEP customer.

TIPS FOR WORKING WITH LANGUAGE LINE INTERPRETERS

Talk to the LEP individual, not to the interpreter. Verify understanding by asking the LEP individual questions or to summarize the conversation.

Speak slower than usual and use simpler language. Avoid jargon, slang, acronyms, idioms, etc.

Say 2 or 3 sentences at a time to ensure effective interpretation of exactly what you are saying.

Brief the interpreter, summarizing the purpose of the call and any special instructions. Record the name and ID number of the interpreter.

If your call is disconnected, dial 1-855-412-6120, press 0, and provide the interpreter's name and ID to be reconnected with the same interpreter.

If you have concerns about the quality of the interpreter, dial customer service at 1-800-752-6096 and provide the interpreter's name and ID.



BALTIMORE CITY
MIMA
Mayor's Office of
Intergovernmental Affairs



BALTIMORE CITY
MIMA
I Speak Baltimore

MAYOR'S OFFICE OF CHILDREN AND FAMILY SUCCESS
Questions? Contact language.access@baltimorecity.gov

