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

June 4, 2020

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

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

A: Updates and New Information

Emergency Food and Shelter Program Grant Applications Being Accepted
Baltimore County seeks grant applications from County, community-based organizations that provide services related to food or shelter. The grants will be distributed as part of the federally funded Emergency Food and Shelter Program (EFSP).

The EFSP program was created by Congress to help meet the needs of food and housing insecure people throughout the United States and its territories by allocating federal funds for the provision of food and shelter. The program supplements and expands the ongoing work of local social service organizations to provide shelter, food and supportive services to individuals, families and households who are experiencing or at risk of hunger and homelessness

Typically, the County receives a formula set-aside from the State's annual allocation of EFSP funds - this year's amount being $209,176. Through the CARES Act, Congress has authorized additional funding for the program this year. As a result, Baltimore County has received $368,039 to distribute to County nonprofits.

Use of EFSP Funds
EFSP funds may be used to provide services, including:
Food in the form of served meals or groceries.
Lodging in a mass shelter, a hotel or motel, or another offsite shelter facility, limited to 30 days assistance per individual or household.
One month rent or mortgage assistance to prevent eviction or foreclosure, or utility assistance.
Transportation costs associated with food or shelter.

How to Apply
In keeping with the emergency nature of this program, the local EFSP board created a simplified funding application for organizations to apply to the Local EFSP Board.

To receive an application, email sboz@baltimorecountymd.gov. Applications are due on **Thursday, June 11, at 1 p.m.** The National Board will issue grants to local organizations that are recommended for funding by the Local Board.

Seeking Employers for SYEP
Baltimore County's Summer Youth Employment Program (SYEP) places youth ages 14-21 in jobs to acquire an appreciation of the labor market, gain insights into their strengths as employable citizens and learn marketable skills. The 2020 SYEP will offer structured and substantial services through a hybrid of virtual training through an online platform and on-site placements with County Government, community

employers and non-profits. The Department of Economic and Workforce Development is currently seeking additional employers willing to host youth for a six (6) week experience between July 6th and August 14th working up to five (5) hours per day. If you are interested in hosting youth please complete the employer registration form. For more information call 410-887-4004 or email Kevin Armstrong, Manager of Youth Services at karmstrong@baltimorecountymd.gov.

Baltimore County Offering Online Scheduling for Free COVID-19 Tests
 New online tool makes it even easier for County residents to get tested

As of June 3, 2020, Baltimore County residents can now quickly and easily reserve a slot online for free COVID-19 testing by visiting Baltimore County's website. Appointments are currently available at both walk-up and drive-through sites for Thursday, June 4, through Tuesday, June 9, 2020. New dates will be added on Wednesdays each week. (See pages 3 & 4.) Click here to read the full advisory.

Maryland Courts Phased Reopening
Beginning at 5:00 p.m., on Friday, June 5, the Maryland courts will begin implementing its reopening plan that guides courts across the state of Maryland as to how they should gradually return to full operations throughout the next several weeks and months.

There are five phases in the plan and each phase will represent an increase in the level of activity within each courthouse and court office. Depending on the current state of COVID-19 throughout Maryland, it may be necessary for a court and/or jurisdiction to adjust phases.

The Judiciary is closely monitoring the COVID-19 situation and evaluating its ongoing response to this public health emergency. **Until further notice, the courts will continue using technology for remote proceedings, either by video or telephone, but please note that this will vary by court location.** The general public, members of the media, and attorneys should reference the COVID-19 webpages for the latest information on individual court operations. ***Court closings related to coronavirus***.

B: Healthcare Resources and Information about COVID-19

Data Dashboard Shows Cases in the County
Use Baltimore County's COVID-19 dashboard to find statistics and geospatial information about coronavirus cases within the County. This dashboard is updated daily between 10:00 and 11:00 am. https://bc-coronavirus-response-bc-gis.hub.arcgis.com/.

COVID-19 Hotline

In addition to 311, the Baltimore County Department of Health has opened a hotline for residents to call with questions or concerns regarding COVID-19. The number is 410-887-3816 and can be reached 8:30 a.m. - 5:00 p.m. Sunday - Saturday.

Free COVID-19 Testing

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

As of June 3, 2020, Baltimore County residents can now quickly and easily reserve a slot **online** for free COVID-19 testing by visiting Baltimore County's website. Appointments are currently available at both walk-up and drive-through sites for Thursday, June 4, through Tuesday, June 9, 2020. New dates will be added on Wednesdays each week.

Residents do not need a doctor's order to obtain a test but must make an appointment. Residents will enter their contact information and choose a site location and appointment time. Persons may also indicate whether they will require special accommodations at the site. While reserving a time slot is recommended, all individuals visiting a County testing location will be served.

 Adults must show identification upon arrival for their test. Adults accompanying a minor for testing must write down the child's name and date of birth to present to staff upon arrival at the site. Individuals may visit any of the four County sites between 10 a.m. to 1 p.m. on the days indicated.

Walk-up Locations

Liberty Family Resource Center
3525 Resource Drive
Randallstown, Maryland 21133
Open Monday Only

Dundalk Health Center
7700 Dunmanway
Dundalk, Maryland 21222
Open Monday Only

Drive-through Locations

Maryland Vehicle Emissions Program
11510 Cronridge Drive
Owings Mills, Maryland 21117
Open Wednesdays and Fridays

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

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

Health Care Alerts:

- **Maryland Health Connection's Emergency Special Enrollment Period:** The Maryland Health Connection started a new Special Enrollment Period *open to uninsured Marylanders who need health coverage* during the State of Emergency for Coronavirus (COVID-19) declared by Governor Larry Hogan. They can enroll by phone at 410-500-4710 or online at https://www.marylandhealthconnection.gov/coronavirus.

- **Carefirst BlueCross BlueShield: Carefirst is waiving cost-sharing** – including co-pays, coinsurance, and deductibles – for any test, treatment, or doctor visit related to COVID-19. They are also waiving early medication refill limits and working with pharmacies to deliver or mail prescriptions.
  This information is available in 6 different languages at this website: https://individual.carefirst.com/individuals-families/about-us/coronavirus-a-message-from-our-ceo.page.

C. Mental Health Resources

- Sheppard Pratt is offering psychiatric triage and referrals 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.

- Johns Hopkins has online resources and tips for those dealing with Social Isolation, https://www.hopkinsmedicine.org/psychiatry/.

- National Alliance on Mental Illness: visit their website, http://namibaltimore.org/ for programs and resources. You may contact NAMI at:
  - NAMI Metropolitan Baltimore, Inc.
    6600 York Road, Suite 204
    Baltimore, MD 21212
    Phone: 410-435-2600
    Fax: 410-435-0355
    Email: info@namibaltimore.org

D. 24 Hour Call Lines

- Baltimore County Crisis Response System: 410-931-2214
- Baltimore County Domestic Violence Hotline: 410-828-6390
- First Call for Help: 410-685-0525 or 2-1-1

- Grassroots Crisis Line - suicide intervention hotline: 410-531-6677
- Maryland Youth Crisis - suicide and other interventions: 1-800-422-0009
- Sexual Assault and Domestic Violence Hotline: 410-828-6390
- REACH Hotline (Substance Use Information): 410-887-3224
- Turnaround, Inc. (Domestic Violence/Human Trafficking): 443-279-0379
- The Family Tree: 1-800-243-7337

E. Food Resources

County Executive Olszewski and Baltimore County are working to protect the health, safety and well-being of all residents. We will continue to work to identify additional resources to provide food security for families during this challenging time.
For food access information call 410-887-2594 or email food@baltimorecountymd.gov.
For Seniors, see section I

Baltimore County Public Schools Meals Distribution:
Baltimore County Public School's Office of Food and Nutrition Services will be providing Grab and Go meals Monday – Friday on the parking lots at 67 locations across Baltimore County. Locations and times are subject to change. For the latest information, please visit BCPS website or view this quick reference guide, https://www.bcps.org/system/coronavirus/Meal_Sites.pdf.

Baltimore County Weekday Meal Distribution:
The Baltimore County Department of Recreation and Parks, with support from the Maryland Army National Guard, Maryland Food Bank and Healthy Food Access St. Vincent de Paul of Baltimore, is offering limited take-away meals for families. Meals are available from 4 to 6 p.m. on Mondays, Wednesdays and Fridays on a first come, first served basis.
https://www.baltimorecountymd.gov/News/foodresources.html#weekdays

Saturday Food Distribution:
The Baltimore County Department of Recreation and Parks with support from the Maryland Army National Guard and other partners is offering limited food distribution for families on Saturdays.
 Visit https://www.baltimorecountymd.gov/News/foodresources.html#saturdays for locations.
*The locations may change, please refer to the website for the most up-to-date information.*Food is available on Saturdays starting at 11 a.m. on a first come, first served basis.

Supplemental Nutrition Assistance Program (SNAP)

The Maryland Department of Human Services has been approved to issue SNAP emergency allotments (PDF) to all current SNAP households for only the months of April and May: http://dhs.maryland.gov/documents/COVID-19/Emergency%20Allotment.pdf

Learn more about SNAP to see if you qualify for monthly benefits to help purchase food: https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home.

As of May 27, 2020, SNAP recipients may use their EBT card to purchase food online. Participating retailers include: Amazon, ShopRite, and Walmart. For more information, visit https://www.fns.usda.gov/snap/online-purchasing-pilot.

Maryland State Meals Site Search Program:

A food resources program available to children and teens ages 18 and under or individuals 19 and older who have a mental or physical disability and participate in a public or private non-profit school program. Find a location near you using the virtual map locater: https://mars.msde.maryland.gov/mars_sitesearch.

Spanish-language SNAP Assistance through Catholic Charities

In order to assist with the increased demand of Marylanders who need assistance, Catholic Charities expanded its Supplemental Nutrition Assistance Program (SNAP) hotline to reach a wider community throughout the state and added Spanish-language capability.   Catholic Charities is classified by the state's Department of Human Services an authorized community-based organization to help people complete the application process over the phone. **If you are in need of nutrition assistance, contact the Catholic Charities bilingual SNAP hotline: 667-600-2291, Monday through Friday, 8:30 a.m. – 5 p.m.** Their staff will help you complete an application. The Department of Human Services will then make eligibility determinations

Additional Food Resources within Baltimore County:

Organization	Address	Contact Name	Hours Open	Summary of services	Special Instructions
Assistance Center of Towson Churches (ACTC)	120 W. Pennsylvania Ave Baltimore, MD 21204	(410) 296-4855	**10:00 - 2:00 PM Mon-Fri**	Food Pantry: fresh and non-perishable groceries Give out generous lunches to the homeless	Anyone who comes can receive groceries every two weeks during the COVID pandemic
Community Assistance Network (CAN)	7900 E. Baltimore Street Baltimore, MD 21224	(410) 285-4674 X201	**9:30 - 3:30 PM Mon-Fri**	Food Pantry	Must bring ID and SS card.
Cockeysville Food Pantry	14200 Mount Avenue Phoenix, MD 21131	(410) 472-3379	N/A		**No longer providing any services call (410) 887-2594 (Maryland Access Point) for grab & go groceries. Contact: Stephanie**
Dundalk Church of God	6 Yorkway Road Baltimore, MD 21222	(410) 284-0722	**9:00 - 12:00 noon Mon - Fri**	Bag of groceries must be in zip code 21222	**Must call first and make appointment to come and pick up food (appointment only for food pick-up)**
Grace AME Food Pantry	67 Winters Lane Catonsville, MD 21228	(410)744- 9479	**1:00 - 4:00 PM Tues-Thur**	Non-perishable groceries	Contact: Vivian Watson
Hereford Food Bank	16931 York Road Monkton, MD 21111	(410) 343 - 0660	**1:00 -3:00 PM Tues & Thur and 9:00 - 11:00 AM Saturday**	Non-perishable groceries	Contact: Linda Marcus
J & C Unity Food Bank	7006 Graces Quarters Road Baltimore, MD 21220	(410) 335-0059	**12:00 - 2:30 2nd and 4th Sunday June dates 14th and 28th for distribution**	Non-perishable groceries	Contact: Voice mailbox
Greater Bethlehem Temple	8334 Liberty Road Windsor Mill, MD 21244	(410) 521-4072	12:00 - 3:00 PM Provide food **Wednesday, June 17, 2020**	Non-perishable groceries	**Call (410) 521-4072 for appointment time on Monday or Tuesday. Must have photo ID with you to pick up non-Perishable groceries. Grab & Go services Contact: Babi**
Mt. Calvery AME Church	300 Eudowood lane, Towson, MD 21286	(410) 296-9474	**10:00-2:00 PM Tuesday, Wednesday, Thursday & Friday**		Contact: Ms. Ursula
Our Lady of Hope Rectory	1727 Lynch Road Baltimore, MD 21222	(410) 284-6600	**10:00- 12:00 noon 1st & 3rd Tuesday June 3rd and June 17th**		Contact: Ms. Linda Taylor
Parish United Methodist Church	7800 Wise Avenue Dundalk, MD 21222	(410) 288-5488	**4:00 - 5:30 PM Every Friday**	Box dinner's & groceries	Contact: Ms. Virginia Holt
Rock City Church	1607 Cromwell Bridge Road, Baltimore, MD 21234	(410) 882-2217	**8:30 -4:30 PM Mon-Friday**	Call for pick-up or delivery time	Contact: Julia Wright
St. Clare's Catholic Church	714 Myrth Avenue Baltimore, MD 21221	(410) 687-6011	**4:00 - 5:30 PM Monday's (soup kitchen, close but giving gift card to McDonald's), 9:30 - 12:00 noon Tuesday's Food Pantry**		Contact: Jeanette Suavez
St. Luke's Catholic Church	7517 North Point Road Sparrows Point, MD 21219	(410) 477-5200	**10:00 - 12:00 noon Saturday's Zip Code 21219 only**		Contact: Kathy Marshall
St. Matthew's Lutheran Church	3620 Red Rose Farm Road Middle River, MD 21220	(410)335-4210	**9:00 -3:00 PM Mon-Friday**		Contact: Kathy Duvall
St. Peter's Lutheran Church	7910 Belair Road, Baltimore, MD 21236	(410) 284-0336	**Must call (410) 284-0336 to make appointment for (Tuesday pick-up only) 9:30 – 11:00 AM**		Contact: Ms. Beth
St. Rita's Catholic Church	6726 Youngstown Ave Baltimore, MD 21222	(410) 284-0388	**9:00-11:00 AM 2nd & 4th Tuesday**		Contact: Brother William
St. Joseph Parrish	100 Church Lane, Cockeysville, MD 21030	(410) 683-0600	**No Food no distribution until further notice**		Contact: Marlene Clark
Timonium United Methodist Church	2300 Pot Spring Road, Timonium, MD 21093	(410) 252-5500	**12:00 - 2:00 PM Tuesdays and Thursdays Pick-up at door**	Non-perishable groceries	Contact: Jani Jacobs
Towson United Methodist Church	501 Hampton Lane Towson, MD 21286	(410) 823-3649	Food pantry hotline & updates 9:00 - 10:30 AM **every 3rd Saturday of the month June 20th** next food distribution	Non-perishable groceries	**Call contact number for pick-up instruction on June 17, 2020**

F. Business and Worker Assistance

Federal Economic Impact Payment (Stimulus Payment)

The CARES Act authorized up to $1,200 in one-time individual "economic impact payments" (also referred to as a "stimulus payment"). Eligible individuals will receive up to an additional $500 Payment for each qualifying child. Many people have already received their economic impact payment as a direct deposit in their bank account from the Internal Revenue Service (IRS).

If you have not received an economic impact payment or for more information about these payments, visit the IRS Economic Impact Payment website. Also, the IRS has posted Frequently Asked Questions and other information for taxpayers related to the Economic Impact Payments. Visit the EIP Information Center. The Internal Revenue Service (IRS) has begun taking telephone calls with questions about stimulus payments, but recipients should expect long waits and may be unable to get answers to complicated inquiries. About 3,500 IRS workers began answering phone lines Monday (5/18). The agency had shut down most call centers and sent employees home in the wake of the COVID-19 outbreak. To get talk with an IRS representative, call the economic impact payment information line at 800-919-9835. You'll have to work your way through a series of automated messages, but the IRS says that people who need additional assistance at the conclusion of the messages will have the option of talking to a phone representative.

Frequently asked questions: https://www.irs.gov/coronavirus/get-my-payment-frequently-asked-questions

Beware of counterfeit checks! Protect yourself by learning about the stimulus check security features. See the "Know Your U.S. Treasury Check Campaign" for more information on check fraud. https://www.secretservice.gov/data/press/releases/2020/20-APR/Check-Security-Features-for-Economic-Impact-Payments.pdf

*Garnishment of economic impact payments is prohibited, pursuant to Governor Hogan's executive order 20-04-29-03. Garnishments for child support are exempt from this prohibition.

Unemployment Insurance Benefits

***For Baltimore County Residents:** email talentworks@baltimorecountymd.gov with unemployment insurance questions. While Baltimore County cannot file unemployment paperwork on an individual's behalf (it must be completed at the link below), they are available for assistance.*

The Maryland Department of Labor launched a new one-stop unemployment insurance application allowing all newly eligible Marylanders to file claims entirely online. This includes those who are eligible for the Pandemic Unemployment Assistance program, such as those who are self-employed, and individuals who were previously required to file by phone. Please note that the system experienced technical difficulties upon launching and those applying for unemployment may experience delays when

trying to access the online application. Visit https://beacon.labor.maryland.gov/beacon/claimant-page.html.

Eligibility
- Individuals who are unable to work, including telework and who are NOT receiving paid sick leave or paid family leave.
- Most employees are eligible for pandemic related unemployment benefits. Unemployment benefits have been extended to individuals who are self-employed and/or independent contractors.
- If you recently exhausted your unemployment benefits, or were already receiving unemployment pre-COVID-19, you are eligible for extended benefits.
- FAQ on eligibility for COVID-19 specific/CARES Act unemployment in Maryland
- If you worked in a state other than Maryland, you must apply for unemployment from the state where you were employed.

Benefits
- Individuals who are eligible for regular unemployment coverage AND who cannot work due to COVID-19 may receive $600 per week on top of current regular UI benefits, with an extension of up to 13 additional weeks of those benefits for a maximum of 39 weeks. Regular unemployment benefits in Maryland range from $50 to $430 per week.
- Individuals who are NOT usually eligible for regular unemployment benefits AND who cannot work due to COVID-19 are eligible for a maximum of 39 weeks of benefits, which includes $600 Federal Pandemic Unemployment Compensation (FPUC).
- *Effective January 27, 2020 through December 31, 2020.*

Public Justice Center
The Center has a comprehensive guide to your rights for accessing paid sick leave, family medical leave, unemployment benefits, changes in employment status and more here: http://www.publicjustice.org/en/legal_help/workers-rights-and-covid-19/.

Baltimore County Department of Economic and Workforce Development
The Department of Economic and Workforce Development (DEWD) has compiled a number of resources regarding available assistance at the federal, state and local levels that is specific to your needs. For questions, email businesshelp@baltimorecountymd.gov or call 410-887-8000. Visit https://www.baltimorecountymd.gov/Agencies/economicdev/covid19-assistance/index.html for more information.

Small Business Emergency Relief Grants Program

The COVID-19 Small Business Emergency Relief Grants Program is a $10 million fund established to help Baltimore County's small businesses harmed by the COVID-19 pandemic. Baltimore County will provide up to a maximum of $15,000 in emergency grant funds to a small business that has been impacted by the COVID-19 pandemic. Applications are being accepted (as of May 11, 2020). For more information: https://www.baltimorecountymd.gov/Agencies/economicdev/covid19-assistance/smallbusinessgrantsfaq.html.

Webinar Series on COVID-19 Assistance

The County's economic and workforce professionals host rotating panels of local subject matter experts. Topics focus on support resources for small businesses and workers, progressing from immediate stopgap financial programs to longer-term recovery strategies. Webinars are presented live via Cisco WebEx. Recorded video of the completed webinars are posted on https://www.baltimorecountymd.gov/Agencies/economicdev/covid19-assistance/webinarseries.html.

One-on-One Career Consultation

Workers who have been laid off can schedule a telephone meeting with a Career Consultant by calling 410-887-8000 and leaving a message, or by email talentworks@baltimorecountymd.gov. DEWD staff will contact job seekers to schedule an appointment.

Job Board

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

Maryland Workforce Exchange

Visit mwejobs.maryland.gov to find job openings around Maryland.

Hiring Businesses

- Baltimore County: (30+)
- FedEx Ground
- Amazon
- Becton Dickinson
- McCormick
- Merrill/Bank of America
- GBMC
- BCPD
- Baltimore County 911
- Gray & Son
- Costco
- Carchex
- Karina Association

- Mid-Atlantic Human Services
- Tito Contractors
- Gotham Greens
- Northstar Special Service
- Butler Medical Transport
- MSP Superior
- Royal Farms
- Brightview
- Weis
- Statewide: (100+)
- State of Maryland
- University of Maryland
- Johns Hopkins Bayview

- Johns Hopkins Homecare Group
- DHS
- H&S Bakery
- Mindgrub
- Pepsico
- WAWA
- Walgreens
- Giant
- CVS

- Shop Rite
- Wal-Mart
- Safeway
- Pompein
- American Pools
- Helm
- Catholic Charities
- The Arc

Tax Information and Deadline Change Alert:
The deadlines to FILE and PAY federal income taxes are extended to July 15, 2020.

G. Housing and Utilities:

Evictions Suspended
Until further notice or the state of emergency is lifted, rental evictions are prohibited if the tenant has a verifiable loss of income related to COVID-19, pursuant to Governor Hogan's executive order 20-04-03-01. Please see this reference guide, https://governor.maryland.gov/wp-content/uploads/2020/03/Executive-Order-Temp-Evictions-Prohibiting.pdf.

Landlords of single-family residential properties *may* qualify for mortgage relief under the CARES Act *if they are unable to collect rent from their tenants because of COVID-19* and as a result can no longer afford the mortgage payment on their rental property. Landlords should contact their mortgage servicer to see if they qualify and to understand the associated tenant protections.

If you live in a multi-family rental unit financed by the Federal National Mortgage Association (Fannie Mae) or the Federal Home Loan Corporation (Freddie Mac), you have access to their respective Disaster Response Networks. Contact your property manager to see if you're eligible. For more information, see Fannie Mae's COVID-19 rental relief fact sheet and Freddie Mac's COVID-19 rental relief website.

Tenants should contact their landlord or property manager to discuss payment options for their specific situation. An additional resource is available from the Consumer Protection Division of the Office of the Attorney General. Visit https://www.marylandattorneygeneral.gov/Pages/CPD/landlords.aspx for tips on how landlords and tenants can communicate positively and constructively.

If someone has concerns that they've experienced a violation of the County's antidiscrimination law, feel free to contact the Baltimore County Human Relations Commission.

Additional housing assistance may be available at:
Community Action Network (CAN)
7900 E. Baltimore Street
Baltimore, MD 21224
Phone: 410-285-4674
Email: info@canconnects.org

Epiphany Community Center
2216 Pot Spring Road
Timonium, MD 21093
(410)252-4465

Utility Shutoffs Halted

An executive order from Governor Hogan suspends shutoffs and late fees until July 1, 2020:
https://governor.maryland.gov/wp-content/uploads/2020/05/Utility-Shutoffs-and-Late-Fees-2d-Amended-5.29.20.pdf.

BGE Disconnections Suspended

BGE is suspending all service disconnections and waiving new late payment charges at least until May 1: https://www.bge.com/SafetyCommunity/Safety/Pages/coronavirus.aspx.

Water Shutoff Halted

County Executive Olszewski and Mayor Young have announced joint efforts that neither jurisdiction will turn off water service for failure to pay while Maryland is under a State of Emergency.

Comcast Suspends Disconnections

In addition to suspending suspensions of service, Comcast Xfinity is dropping late fees, making Wi-Fi hotspots free for everyone to access, making Internet Essentials free for new customers, and pausing their data plan, giving all customers unlimited data with no charge for 60 days: https://corporate.comcast.com/covid-19.

Auto Insurance Credits and Premium Reductions

With fewer people driving on the roads due to the COVID-19 pandemic, drivers and insurance companies are seeing fewer crashes. Insurance companies have announced new credits and premium reductions for consumers. Visit your auto insurance company website to view their provisions during this time.

Mortgage Payments & Foreclosure

Mortgage foreclosures cannot be initiated and evictions are stopped until further notice or the state of emergency is lifted, pursuant to Chief Judge Barbera's administrative order and Governor Hogan's executive order 20-04-03-01.

The CARES Act includes authority for financial institutions to provide you with temporary mortgage suspension ("forbearance") on *federally-owned or federally-backed mortgage loans*, should your mortgage qualify and should you need such assistance. More than half of the mortgage loans in the United States are owned or backed by one of these applicable federal entities:

- Federal Housing Administration (FHA)
- U.S. Department of Housing & Urban Development (HUD)
- U.S. Department of Veterans Affairs (VA)
- U.S. Department of Agriculture (USDA)
- Federal National Mortgage Association (Fannie Mae)
- Federal Home Loan Corporation (Freddie Mac)

If your mortgage is *not* owned or backed by one of the above organizations, you still have options. Maryland's largest banks, credit unions, mortgage lenders and servicers have collaborated with the Governor to provide additional flexibility, including payment deferrals, waiving late fees, and refraining from reporting certain negative information to credit bureaus. See the Maryland Department of Labor's press release on financial relief initiatives dated April 3, 2020.

Contact your mortgage lender or servicer (the company where you send your monthly payments) to find out what type of mortgage relief and assistance you qualify for. See your lender or servicer's website or your monthly statement for the contact information.

For more information and resources, visit the Office of the Commissioner of Financial Regulation's COVID-19 mortgage relief and foreclosure prevention website.

H. Internet Access, Public Wi-Fi and Mobile Phone Assistance

WiFi Outside of Public Libraries

The County has installed external WiFi capacity at 10 Baltimore County Public Library (BCPL) branch locations. Residents can access free WiFi in the parking lots of the following BCPL branches:

- Catonsville: 1100 Frederick Road, Catonsville, Maryland 21228
- Essex: 1110 Eastern Boulevard, Essex, Maryland 21221
- Hereford: 16940 York Road, Hereford, Maryland 21111
- Lansdowne: 500 Third Avenue, Lansdowne, Maryland 21227

- North Point: 1716 Merritt Boulevard, Dundalk, Maryland 21222
- Randallstown: 8604 Liberty Road, Randallstown, Maryland 21133
- Rosedale: 6105 Kenwood Avenue, Rosedale, Maryland 21237
- Towson: 320 York Road, Towson, Maryland 21204
- White Marsh: 8133 Sandpiper Circle, Baltimore, Maryland 21236
- Woodlawn: 1811 Woodlawn Drive, Woodlawn, Maryland 21207

Residents will be required to remain in their vehicles or otherwise adhere to all social distancing guidelines. These requirements will be strictly enforced.

Public WiFi Locations Map

Residents can also 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.

Comcast Resources

Free "Internet Essentials" Service: Low-income families who live in a Comcast service area can sign up for 60 days of complimentary Internet Essentials service if you apply by May 13, 2020. To sign up, applicants can simply visit www.internetessentials.com or by calling 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

Free Public WiFi Hotspots: Any resident can now access hundreds of Comcast public WiFi hotspots throughout the County. Locations are available on Comcast Xfinity's website: https://wifi.xfinity.com/.

Mobile Phone Assistance

Under FCC rules, consumers can demonstrate eligibility for the Lifeline program by either showing that they participate in one of the established qualifying programs, such as Medicaid or the Supplemental Nutrition Assistance Program, or by showing that their household income is at or below 135% of the federal poverty guidelines. Typically, they must show the household income over a three-month period.

Since 1985, the Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family and emergency services. Lifeline is part of the Universal Service Fund. The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands. To apply for Lifeline, a consumer must use the National Verifier application system at: https://www.checklifeline.org/lifeline. The National Verifier is a centralized system established by the FCC to verify Lifeline applicants' eligibility or recertify a subscriber's eligibility.

Because individuals who have lost their jobs during the COVID-19 pandemic may not be able to verify their income-based eligibility for the traditional three consecutive month rule, the FCC has issued the following waiver/clarification.

> Until June 30, 2020, consumers seeking to demonstrate that they are income eligible for Lifeline assistance can submit an official document that confirms their current income information, such as a notice of unemployment benefits.

> A previous order that waived the requirement of Lifeline recertification, reverification, general de-enrollment, and usage requirements is extended until June 30, 2020. This extension will help ensure that no current Lifeline subscribers are involuntarily removed from the program during the waiver period.

I. Resources for Seniors

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

Baltimore County Offers Expanded Food Distribution for Older Adults
Baltimore County Department of Aging will be expanding its food distribution efforts by providing boxes of food to the County's older adults age 60 and older. The distribution will occur on Tuesdays and Thursdays at selected senior centers on an appointment basis by calling 410-887-2040 Mondays and Wednesdays between 8:30 a.m. and 2:30 p.m.

Only individuals with appointments will receive a box of food. During the appointment, individuals will be asked to show proof of age through their BCDA Senior Center Membership Card or other identification.

Baltimore County Offering "Virtual Senior Center" Programming
Since Baltimore County closed physical senior centers to the public on March 16, 2020, to help prevent the spread of COVID-19, the Department of Aging's Division of Senior Centers and Community Services has worked tirelessly to provide quality programming online as well as personal connections to residents affiliated with the Department of Aging senior centers.

Expanded Digital Presence

All 20 Baltimore County senior centers now maintain individual Facebook pages allowing senior center members to chat and stay in contact with both staff and other members. To date, these pages have garnered nearly 136,000 views to help fill a need for community.

Online Classes

Baltimore County senior centers are now offering online classes for older adults over Zoom. Classes range from preexisting class options, including Tai Chi, Foreign Language, Strength Training and Cooking, to more individual programming, such as group Happy Hours. To find the full list of Senior Center Online Classes, please visit the Department of Aging's website: https://www.baltimorecountymd.gov/Agencies/aging/index.html.

J: Find Legal Assistance

Maryland Legal Aid

Those in need of legal assistance can apply for services online, by telephone (410-427-1800), or by exploring their online self-help resources: https://www.mdlab.org/.

The Women's Law Center

http://www.wlcmd.org/

K: Volunteer and Donation Opportunities

Emergency Response Fund

The Baltimore County COVID-19 Emergency Response Fund will support the County's efforts to promote public health and support residents during the COVID-19 pandemic. If you are able and want to help, contribute to the fund: https://www.bcf.org/For-Donors/Give-Now?fn=Baltimore+County+COVID-19+Emergency+Response+Fund.

Donations to the Pet Food Bank

Donations may be dropped off at the Baltimore Humane Society (1601 Nicodemus Road, Reisterstown, Maryland 21136) by placing food items in the donation shed on the right-hand side of the parking lot. All brands of wet and dry cat and dog food are accepted, as well as dog and cat treats and cat litter. Open, unexpired bags accepted. Donations to the food bank may be made directly at the donation shed on Mondays, 9:00 a.m. - 4:00 p.m., and Tuesday - Sunday, 9:00 a.m. - 5:00 p.m. Donation receipts are available on the door. Find more information about the Bmore Kind Pet Food Bank.

Assistance for Pet Owners

The Baltimore Humane Society is assisting pet owners who are having temporary financial stress keep their pets at home. Eligible pet owners may come once a month. Staff will portion out a month's supply of food for a maximum of five cats and three dogs per household. Food is available for indoor, house pets only, and is dependent on supply. Pet owners needing assistance are asked to make an appointment by calling 410-833-8848, extension 2.

L: Follow for Updates:

- Maryland Department of Health: www.coronavirus.maryland.gov.
  - Twitter @MDHealthDept
- Baltimore County Government: www.baltimorecountymd.gov.
  - Twitter: @BaltCoGov
- Baltimore County Health Department: www.baltimorecountymd.gov/agencies/health.
- Baltimore County Executive Johnny Olszewski
  - Twitter:@BaltCoExec
- Baltimore County Public Schools: www.bcps.org.
  - Twitter: @BaltCoPs
- All residents, and particularly those at high risk, should follow CDC guidance.