

Montgomery County Department of Health & Human Services

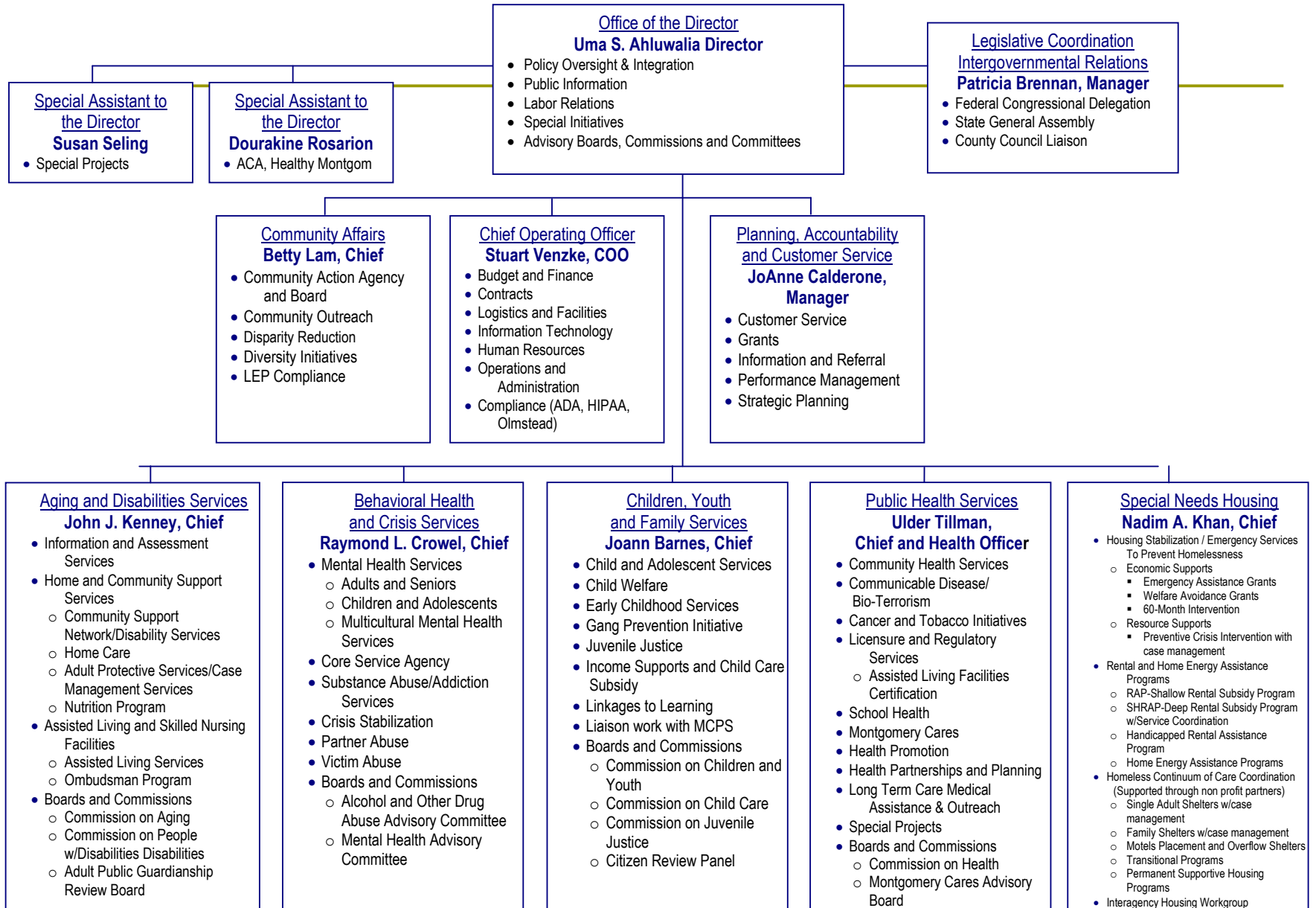


HHS 101
For AAHI Health Promoters

January 28, 2015

Department of Health and Human Services

Organizational Overview



DHHS Organizational Structure

Five Service Areas:

- Aging & Disability Services
- Behavioral Health (mental health & addiction) and Crisis Services
- Children, Youth & Family Services
- Public Health Services
- Special Needs Housing

DHHS Organizational Structure

And

- ❑ Office of Community Affairs
- ❑ Office of Planning, Accountability and Customer Service
- ❑ Office of the Chief Operating Officer
- ❑ Office of the Director

Aging & Disability Services

□ Aging and Disabilities Resource Unit

240-777-3000

Staff help clients ask the right questions, clarify their needs and identify resources in In-Home Care, health and mental health, medical assistance, transportation, housing, prescriptions, respite care for seniors and people with disabilities

□ Adult Protective Services

240-777-3000

Prevent or remedy abuse, neglect, financial exploitation of seniors and adults with disabilities. Open to all county residents.

□ Senior Nutrition and Community Programs

240-777-1064

Meals at congregate sites, meals on wheels for homebound adults or seniors.

□ Community Support Network for People with Developmental Disabilities

240-777-3000

Info and referral to programs and services for persons with disabilities

Behavioral Health & Crisis Services

□ **Crisis Center**

240-777-4000

Psychiatric crisis, physically or sexually abused.
Homelessness.

□ **Access to Behavioral Health Services** **(Access Team)**

240-777-1770

Single point entry to access outpatient mental health for adults and children, and outpatient and residential addiction services to adults. Staff provides telephone screening and assessment of clinical necessity and financial eligibility.
Generally serves low income clients.

Behavioral Health & Crisis Services

□ **SASCA, Screening & Assessment Services for Children and Adolescents**

240-777-1430

Provides screening, assessment, referrals to drug and alcohol abuse. Any youth under 18, resides in the county, is eligible.

□ **Adult Behavioral Health Program**

Outpatient mental health clinic for low income adult residents of the county with serious mental illness who are not eligible for the public mental health system due to language, citizenship status, or failures in other programs.

Behavioral Health & Crisis Services

□ **APP, Abused Persons Program 240-777-4673**

Legal, Therapy/Counseling, and Shelter assistance to victims of domestic violence, or crimes made by a partner in a relationship.

□ **VASAP, Victim Assistance & Sexual Assault Program 240-777-1355**

Crisis and ongoing counseling, support, and compensation services for victims of crime. Also provide information, referral, advocacy, and education. Open to all county residents.

Behavioral Health & Crisis Services

For referral to children & adolescent mental health services, call the **Access Team**.

For adult addiction services, call the **Access Team**.

For children addiction services, call **SASCA**.

For Crisis situation, call **Crisis Center**.

Children, Youth & Family Services

□ Child Welfare Services **240-777-4417**

Report suspected child abuse or neglect.

A variety of state mandated programs for children who have been abused or neglected. Child protective services, investigation/assessment, family preservation, foster care, adoption, independent living.

□ Linkages to Learning **240-777-1731**

A school-based HHS program located at selected elementary and middle schools to help connect students to needed mental health, health and social services to help them succeed in school.

Children, Youth & Family Services

- o Office of Eligibility and Support Services (OESS) (formerly known as Service Eligibility Unit, SEU) helps eligible county residents pay for food, health care and other basic needs. Follows established federal and state regulations. Temporary Cash Assistance, Temporary Disability Assistance Program, Food Stamps, Medical Assistance.

Germantown **240-777-3420**

Rockville **240-777-4600**

Silver Spring **240-777-3100**

East County **240-777-4470**

Children, Youth & Family Services

▣ **Child Care Subsidies**

240-777-1155

Financial assistance to eligible families to help pay for child care.

Purchase of Care – State/federally funded

Working Parents Assistance – County funded, higher income allowed, children must be documented plus other requirements

○ **Child Link**

240-777-4769

Info & resources for birth to 5 years on early education, paying for child care, finding child care, special needs, mental health, health care, support for families.

Children, Youth and Family Services

- ❑ **Emergency Medical Assistance** –covers uninsured with life threatening medical conditions. (Visit OESS office)
- ❑ **Pregnant Women with Qualified Alien Status (PO2)** – special category of assistance to cover hospitalization
- ❑ **Pregnant Women without Qualified Alien Status (XO2)** – pays for labor and delivery. Prenatal covered by county program. Maternity Partnership Program. (Visit OESS Office)

Children, Youth & Family Services

- U.S. born children of non-citizens can be eligible for benefits.
Parents' income will be taken into consideration, but not citizenship status.
Info will not be shared with US Citizenship and Immigration Services (USCIS).

Public Health Services

▣ **Montgomery Cares** **3-1-1,**

301-270-8432 Spanish; 301-760-7051 Asian Lang.

Network of clinics and physicians that provide basic primary care services to uninsured or low income adult residents. A partnership between DHHS, Primary Care Coalition, area hospitals and providers. Call clinics to make appointments.

▣ **Care For Kids** **(Visit OESS Office)**

County funded programs that provide primary health care for low income, uninsured children who are not qualified for MCHIP. Primary care, limited dental and vision care, medication access. Newborn to 18 years old county residents. Eligibility determined by our eligibility unit. Reapply annually.

Public Health Services

□ Dental Programs

General dental care and referral services are offered to children, maternity clients, and seniors. Eligibility must be determined by OESS.

Emergency care and limited general dental care are provided to adults 19-59. **301-384-9795**

Some Montgomery Cares Clinics have dental services. Must be referred by the Clinic.

Specialty dental care for HIV patients of all ages.
240-777-1737 (Check with Paola)

Public Health Services

Women's Health Services

□ Maternity Partnership Program. 3-1-1

Prenatal/postpartum care to indigent women who are uninsured. Opened to county residents only.

□ Women's Cancer Control Program

Vouchers for breast & cervical cancer screening, free pap test and mammograms 240-777-1750, as well as Colorectal Cancer, 240-777-1222.

Serves county residents, limited income and no health insurance. Assists in applying for free follow-up or treatment.

Public Health Services

□ **Office of Eligibility and Support Services (OESS)**

Eligibility determination for county health care services, pregnant women & children, Medicaid, other community health programs for low income residents

Germantown	240-777-3591
Rockville, at Piccard Drive	240-777-3120
Silver Spring	240-777-3066

Public Health Services

□ Immunizations

240-777-1050

**24-hour immunization appointment line for children only,
(2 months to 18 years of age)**

Childhood and adult immunizations available at four locations, call for hours:

Germantown Health Center

240-777-3380

Silver Spring Health Center

240-777-3160

Dennis Avenue Health Center

240-777-1050

School Health Services Center

301-468-4529

Adult Flu and pneumonia shots available in season. Call

240-777-1050

Special Needs Housing

- Housing Stabilization Services for Special Needs Populations
 - Transitional housing, shelter services, supportive housing, 60-month intervention, rental assistance program, home energy assistance program.

Rockville **240-777-4550**

Silver Spring **240-777-3075**

Germantown **240-777-4448**

Shelter services and some emergency assistance services are available to undocumented persons.

TESS Center

- A walk-in customer service center (Flower Ave & Piney Branch Road) that provides information and referral to government and community programs and assistance in utilizing those resources. Examples: write letters, fill out forms and applications, screening for eligibility to dental and vision clinics, free notary service, EITC, IRS filing, legal pro-bono partner on site.

240-773-8260

DHHS / County Main Number

□ Information and Referral Line

3-1-1

Single telephone number for residents to call for information and referral to appropriate County services including DHHS programs and services.

Multilingual capability (more than 180 languages)
Monday to Friday, 7:00 a.m. to 7:00 p.m.