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 middles schools to help connect students to needed mental health, health and social services to help them succeed in school.
Children, Youth & Family Services

- 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**
  - 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**
  - 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)
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).
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.