



**HOWARD COUNTY  
BEHAVIORAL HEALTH PROVIDER  
COVID-19 RESOURCE &  
RESPONSE CALL #9**

Howard County COVID-19 and  
Vulnerable Populations:  
Children and Families **May 20, 2020**


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**HOUSEKEEPING**

**Participants will be muted upon entry.**  
Using the icons on your screen, you can:

- Mute/Unmute your microphone; Mute/Unmute button on phone
  - Please mute yourself during discussion/questions if not speaking



**Use the "chat" feature to ask questions during the presentation.**

- View Participant list on computer– opens a pop-out screen that includes a "Chat" icon that you may use to submit questions
- Question/ comment can also be added to the chat box throughout the meeting

***This meeting will be recorded...presenters may have cameras on.***

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**WELCOME & OPENING REMARKS**

**Roe Rodgers-Bonaccorsy**

Director, Bureau of Behavioral Health  
Howard County Health Department

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**PURPOSE**

**GOAL:**  
 Learn how behavioral health providers are serving vulnerable populations (children and families) and what resources are available to them during the COVID-19 outbreak.

**OBJECTIVES:**

1. Welcome & Opening Remarks
2. Howard County Department of Social Services
3. HopeWorks of Howard County
4. Q&A
5. Closing Remarks

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HOWARD COUNTY DEPARTMENT OF SOCIAL SERVICES

**Michael Demidenko**

Assistant Director for Adult, Family & Children's Services,  
 Howard County Department of Social Services

**Nancy Voight**

Child Protective Services Administrator,  
 Howard County Department of Social Services

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Howard County  
 Department of Social Services

**COVID-19 Resource & Response calls**

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**Agency Services**

Child Protective Services (CPS)  
 Family Preservation Services  
 Foster Care  
 Adult Protective Services (APS)  
 Adult Guardianship and Social Services to Adults (SSTA)  
 Child Support  
 Family Investment Administration (FIA):  
 -Food Stamps  
 -Temporary Cash Assistance (TCA)  
 -Other Benefits



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**Agency Services**

While all local Departments of Social Services' offices are closed throughout the State of Maryland, all agency staff are teleworking or in the field to ensure all services are being provided to children and families in Howard County.

Agency staff are provided with face masks and gloves to perform face-to-face contact with children and families in the same mandated time frames for CPS, Family Preservation Services, Foster Care, and Adult Services. FaceTime is used when possible, as well as meeting with families outside to maximize social distancing.

Confidentiality continues to be maintained as required.



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**Child Protective Services**

With schools closed and children quarantined at home with parents with added stress such as unemployment and/or child care issues, how are we ensuring child safety with no one else to check in on our children?

- Outreach has been done with schools and police to get the word out and watch out for signs of potential child abuse or neglect
- Our Court Magistrates and Judges have also been communicated with concerning our Foster Care children and other court-ordered cases involving families
- Added Messaging from Department of Human Services (DHS) to local communities
- Tracking Data for incoming calls and trends to CPS Screening Line



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### Making the call – as soon as possible

- ▶ All available demographic information –
  - Correct spelling of names, race/ethnicity, other children/adults in home, dates of births, phone numbers, addresses.
- ▶ Current whereabouts of child/children.
- ▶ Details regarding allegations –
  - Is there an injury?
  - Is the child in immediate danger? Call 911.

CPS conducts searches on-line and works closely with the police in tracking down locations of children whenever possible

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### Contact Information

- ▶ CPS Screening Line: **410-872-4203**; Fax # **410-313-2633**
  - Open Mon – Fri, 8:30 am – 5:00 pm
- ▶ APS Screening Line/Request for Family Preservation Services: **410- 872-8823**; Fax # **410-872-4303**
  - Open Mon – Fri, 8:30 am – 5:00 pm
- ▶ After Hours (Police Communications): **410-313-2929**
- ▶ CPS Administrator:  
Nancy Voight, LCSW-C  
W# 410-872-8806 / C# 443-800-1585  
[nancy.voight@maryland.gov](mailto:nancy.voight@maryland.gov)

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### Child Support

All Questions concerning Child Support applications, payments, case status, or hearings may be addressed by contacting the following phone number or by going on-line:

- ▶ DHS Call Center at 1-800-332-6347
- ▶ Department of Human Services (DHS) Website or MyDHR portal  
<http://dhs.maryland.gov/child-support-services/apply-for-support-services/>  
<https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

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**Family Investment Administration**

- ▶ With offices closed, residents can apply via the MyDHR online portal at <https://mydhrbenefits.dhr.state.md.us>
- ▶ Any questions concerning Food Stamps, Temporary Cash Assistance (TCA), Temporary Disability Assistance Program (TDAP), Medical Assistance (MA), or other benefits may be addressed by contacting DHS Call Center at 1-800-332-6347, [www.dhs.maryland.gov](http://www.dhs.maryland.gov) or the online portal-line.
- ▶ For Medical Assistance programs, visit the Maryland Health Connection website at <https://www.marylandhealthconnection.gov>
- ▶ Maryland EBT Customer Call Center may be reached at 1-800-997-2222 or online at: [www.connectebt.com](http://www.connectebt.com) to check balances or review transactions.

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**Family Investment Administration**

KEY CHANGES IN BENEFIT PROGRAMS

- ▶ SNAP, TCA, and TDAP recertification periods that ended in March April, May or June have been auto extended and are now due in six months from the original due date.
- ▶ Emergency Allotments will be applied to all SNAP-eligible households until the federal public health emergency declaration is rescinded. This means approved SNAP households will receive the maximum benefit allotment for their household size. All SNAP eligibility requirements still apply including income requirements.
- ▶ Applicants have been given extended time (90days) to provide supporting documentation for benefits without delaying provision of benefits.

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HOPEWORKS OF HOWARD COUNTY

**Allison Adams**

Community Engagement Coordinator,  
HopeWorks of Howard County

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**HopeWorks  
of Howard County**  
Sexual Assault & Domestic Violence Response Center

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**ALLISON ADAMS**  
Community Engagement Coordinator

info@wearehopeworks.org WWW.WEAREHOPEWORKS.ORG

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**ADVOCACY SERVICES**

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- 24-Hour Helpline is operational, advocates answering calls remotely.
- Responding to Hospital Accompaniment requests via phone 24/7.
- Language access: Spanish (in house), other languages via interpretation line.

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**SHELTER SERVICES**

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- Emergency shelter is operational, following CDC recommendations for hygiene & social distancing.
- All potential intakes are screened for COVID-19 prior to admission.
- Staff on-site 24/7 to provide case management, supplies, support.

info@wearehopeworks.org WWW.WEAREHOPEWORKS.ORG

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**COUNSELING SERVICES**

- Crisis appointments available after intake with Advocacy Department.
- Remote counseling conducted via telephone or Thera-Link online platform.
- IPV Support Group meeting weekly via Zoom.

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**LEGAL SERVICES**

- Answering legal questions, providing consultations, advice, referrals via phone.
- Available to conduct intakes for callers needing representation in Protective Order cases.\*\*
- Attending remote Protective Order hearings in Howard County Courts.

info@wearehopeworks.org WWW.WEAREHOPEWORKS.ORG

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**ANTI-TRAFFICKING SERVICES**

- Case manager on-call to provide remote safety planning and support.
- Peer Support Group meeting monthly via Zoom.
- State taskforce, other coalitions continue to meet remotely.

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**COMMUNITY ENGAGEMENT**

- All in-person workshops, presentations, and volunteer activities are postponed.
- Self-care & wellness programs for survivors hosted remotely via online platforms.
- Keeping our community connected through virtual public events.

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**CONTACT US**

**24-Hour Helpline:**  
(410) 997-2272

**Main Office:**  
(410) 997-0304  
9770 Patuxent Woods Dr.,  
Suite 300  
Columbia, MD 21046

**Web:**  
www.wearehopeworks.org

**Email:**  
info@wearehopeworks.org

**Social Media:**  
@HopeWorksofHC

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**Q & A**

**Please use the Chat Box to submit questions!**

Presentations and recording will be posted at [www.hclhic.org](http://www.hclhic.org)

For additional information or questions contact [lhic@howardcountymd.gov](mailto:lhic@howardcountymd.gov)

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### ANNOUNCEMENT

<div style="background-color: #1a3d4d; color: white; padding: 5px; text-align: center;"><b>IT SHOULDN'T HURT TO STAY HOME</b></div> <p style="text-align: center; color: #1a3d4d;">We're here to help.</p> <p><small>HopeWorks remains operational during the Stay-at-Home Order to provide support for survivors of intimate partner violence, sexual assault, and human trafficking.</small></p> <p><small>24-hour Helpline for support &amp; resources • Emergency shelter for survivors &amp; their children • Remote counseling • Legal consultations</small></p> <p><small>If YOU OR SOMEONE YOU KNOW NEEDS HELP, CALL OUR 24-HOUR HELPLINE: <b>(410) 997-2272</b></small></p>	<div style="background-color: #1a3d4d; color: white; padding: 5px; text-align: center;"><b>자택 격리 때문에 해를 당해서는 안됩니다</b></div> <p style="text-align: center; color: #1a3d4d;">우리는 돕기 위해 여기 있습니다.</p> <p><small>HopeWorks는 자택 격리 중에 위기, 폭력으로부터 살아남은 사람들, 성폭행을 당한 사람들과 성폭력에 맞서 싸우는 사람들을 도와주기 위해 계속해서 운영되고 있습니다.</small></p> <p><small>24시간 지원과 지원을 위한 도움 전화단 • 실외 긴급 피난처 제공을 위한 24시간 피난처 • 원격 상담 • 법률 상담</small></p> <p><small>당직 담당이나 당신이 아는 사람이 도움이 필요하다면 우리의 24시간 도움 전화를 사용하십시오: <b>(410) 997-2272</b></small></p>	<div style="background-color: #1a3d4d; color: white; padding: 5px; text-align: center;"><b>Quedarse en casa no debería doler.</b></div> <p style="text-align: center; color: #1a3d4d;">Estamos aquí para ayudar.</p> <p><small>HopeWorks todavía está proporcionando servicios durante el orden de quedarse en casa. Proporcionamos apoyo a sobrevivientes de violencia de pareja, abuso sexual y tráfico humano.</small></p> <p><small>Línea directa de apoyo disponible 24/7 • Refugio de emergencia para familias y niños • Consejería por teléfono o tele • Consultas legales</small></p> <p><small>SI USTED O ALGUIEN QUE CONOCE NECESITA AYUDA, LLAME NUESTRA LÍNEA DIRECTA DE 24 HORAS: <b>(410) 997-2272</b></small></p>
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### CLOSING REMARKS

- **Upcoming Webex Calls:**
  - Behavioral Health Provider Call #10 - Wednesday, 5/27/20 from 11:30 AM –12:30 PM
- **Presentations, recording, & additional resources will be posted at [www.hclhic.org](http://www.hclhic.org)**
- **For additional information, contact [lhic@howardcountymd.gov](mailto:lhic@howardcountymd.gov)**
- **For general questions related to COVID-19, e-mail [askhealth@howardcountymd.gov](mailto:askhealth@howardcountymd.gov)**

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“We are going to need to depend on each other, to look out for each other, and to take care of each other, because we are all in this together.” - Governor Hogan

A sign outside a day care facility in Forest Hill says: “We are in this together.” (Elizabeth Janney/Patch File)

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