



## Crisis Agencies – Who Does What

Information on major agencies helping people in the community who are in crisis.

### **Homeless Outreach (part of Sheppard Pratt, formerly Turning Point)**

301-733-6063

<https://www.sheppardpratt.org/care-finder/homeless-outreach-program/>

Good first point of contact for Rapid Rehousing (Housing First)

Washington County outreach teams have training in behavioral health disorders. They work closely with other community stakeholders to interact with homeless individuals in the community. Teams are sensitive to the challenges facing people who are homeless. They use their interactions to build trust and identify each individual's unique needs. Next, they strive to connect each person with external services that add stability to their lives. Those services may include:

- Crisis intervention
- Employment support, including job training
- Housing assistance
- Psychosocial support
- Referrals to primary healthcare services
- Substance abuse support

### **REACH**

**140 W. Franklin Street, Suite 300, Hagerstown. 301-733-2371**

**(rear of building, entrance from alley)**

<https://reachofwc.org/>

Direct contact for crisis needs: Jackie Strama, (301) 733-2371 ext. 108 or [Jackie@reachofwc.org](mailto:Jackie@reachofwc.org)

If you refer someone to REACH whom you would like to follow up with and potentially assist, call or email Jackie to give her a heads up. (Or feel free to work through HARC)

- Helps people in need who are: homeless, nearly homeless, poor/low income, individuals and families
- Operates cold weather shelter last Sunday in October – first Sunday in April
- Crisis assistance is offered every Tuesday & Thursday 9 am – 1 pm for the following: first month's rent, security deposit, utility shut-offs, eviction prevention, ID/birth certificate, one time prescription assistance (non-narcotic), long-distance transportation/bus tickets, discretionary/one-of-a-kind requests.
- Does not help with situations that are not sustainable long-term, including hotel placements (while shelters still have openings)
- REACH is flexible and faith-based. If there's a situation where someone in need is being helped by multiple churches for someone fitting their criteria, they are willing to manage the funds and follow-up.
- Operates a resource center throughout the year where anyone can use a computer and newspapers for job search, use a phone, receive mail, and stay out of the heat or cold. Hours: Mon-Fri 9-1 during shelter season; Mon-Thurs 9-1 off-season (April – Oct). In the off-season, showers are available on Mondays and Wednesdays from 9-1.
- Partners with other local agencies, including Homeless Outreach, DSS, CAC and Valor Ministries to help clients get everything they need and to ensure resources are used wisely.

- Offers a “Rapid Re-housing” (a.k.a. Housing First) program for homeless individuals, with federal funds to house individuals who don’t have adequate income or stability while helping them with services they need to reach self-sufficiency. Reach largely works with individuals who have stayed in their cold weather shelter for this program since spaces are limited.

### **Community Action Council (CAC)**

**117 Summit Ave., Hagerstown. 301-797-4161**

Directly contact case manager if client gives you a name, or feel free to go through HARC to follow-up on someone.

- Known for energy assistance, but they help with just about every other need as well!
- Helps people in need who are: poor/low income, individuals and families, have lived in Washington County for at least 30 days
- Helps with: energy assistance, security deposits, rental assistance, provides shelter for families, transportation, case management, financial literacy, foreclosure assistance, housing counseling, and more.
- Runs a food pantry and manages “food bank card” used by most of the area church pantries. Send people who do not have a food bank card here first. They can apply and will be given food on the spot.
- Owns and manages 15+ rental properties as transitional housing
- Offers Rapid Re-housing (a.k.a. Housing First) program for homeless families, with federal funds to house families who don’t have adequate income or stability while helping them find services they need.
- Partners with other local agencies, including DSS & REACH to help clients get everything they need and to ensure resources are used wisely.

### **Department of Social Services (DSS)**

**122 N. Potomac Street, Hagerstown. 240-420-2100**

<https://dhs.maryland.gov/local-offices/washington-county/>

- Help with: 1<sup>st</sup> month’s rent, security deposits, eviction prevention, utilities (best to send to CAC first), prescription assistance, medical bills, hotel/motel placement, food, child support. CAC often fields housing issues and works with DSS.
- DSS is extremely good at collection of child support. Anyone can receive this help, regardless of income, for a one-time fee of \$25 (waived if person has used DSS services before).
- Handles temporary assistance (a.k.a. welfare), including assistance with job placement and resources.
- Apply for SNAP (a.k.a. food stamps) here.
- **DSS has special funds for families with children, so best to refer them to DSS first** for most things. For help with evictions, utility cut-offs, or foodlessness call 240-420-2258. Please refer any families with children who are experiencing emergencies that threaten their children’s health or safety to the **Child Welfare Hotline at 240-420-2222**.
- Has some funds to help with funeral costs for those who cannot afford it.
- Offers resources and support for “kinship” families – those who are caring for children who are family members, but not their own children (i.e. grandparents, aunts/uncles).
- Operates the Family Center, which offers a GED/High School program for teen parents. This comprehensive program provides parenting/nurturing classes, on-site childcare and developmental screenings, mentoring, and numerous other classes and resources.
- Partners with other local agencies and organizations to help clients get everything they need and to ensure resources are used wisely.

### **Valor Ministries**

**324 E. Antietam Street, Suite 304, Hagerstown. 240-329-9387 / [info@thevalorcenter.org](mailto:info@thevalorcenter.org)  
<https://www.thevalorcenter.org/>**

Direct contact: Shannon McCullough, 240-329-9387, [shannon.mccullough@thevalorcenter.org](mailto:shannon.mccullough@thevalorcenter.org)

- Faith based non-profit organization
- Offers crisis assistance on Mondays, Tuesdays, Wednesdays and Fridays from 9:30 – 1:30 by appointment. Call or email for appointment.
- Provides case management and mentoring to qualified individuals and families
- Provides many free life skills classes; any assistance given is dependent upon participating in at least one class
- Refer families here for professional clothing with the Draped with Confidence program.
- Partners with individual churches for higher level of service and direct client support for a monthly financial commitment.