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FOR IMMEDIATE RELEASE

BALTIMORE CITY DEPARTMENT OF SOCIAL SERVICES ANNOUNCES TEMPORARY MODIFIED OPERATIONS IN RESPONSE TO COVID-19

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BALTIMORE, MD (March 15, 2020) Starting Monday, March 16, 2020, all Baltimore City Department of Social Services (BCDSS) buildings will close to the public in order to promote social distancing and prevent further spread of the COVID-19 novel Coronavirus.

City residents and current BCDSS customers will be able to access needed services via telephone, websites, email and other ways that don't require in-person contact.

"This is a public health crisis—we must treat it as such," said Randi Walters, BCDSS Director. "At the same time, we must safely make sure the people in need can access the vital safety net services and benefits we provide without interruption."

Baltimore City Mayor Bernard C. "Jack" Young announced last week all evictions have been cancelled while public schools are closed. As such, the BCDSS Eviction Prevention Program office located in the District Court at 501 E. Fayette St. in Baltimore will be closed,

During this health emergency, BCDSS is offering alternative ways to apply for benefits and to communicate with us. Apply for our programs online at:

- <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home> for
- Cash Assistance and SNAP (Food Stamps)
- <https://www.marylandhealthconnection.gov/> for Medical Assistance and health insurance

Call takers are available from 8:30 a.m. to 5:00 p.m. by telephone at 443-423-6400 or 1-800-332-6347 for:

- current customers with questions about their case
- city residents who do not have Internet access
- anyone who wants to apply by phone or request a copy of the paper application be sent to them by email, fax or US mail.

Governor
Larry Hogan
Lt. Governor
Boyd Rutherford
Secretary
Lourdes R. Padilla
Mayor
Bernard C. "Jack" Young



Baltimore City residents may call 410-685-0525 to request Emergency Food Assistance. Adult Services customers should call 410-361-5000.

Throughout this emergency, the BCDSS workforce will continue to protect children and vulnerable adults from abuse and neglect.

"Our primary goal is to ensure the safety of our dedicated employees, their families, and the Baltimore City residents we serve," Director Walters said. "This is a challenging and uncertain time, but we will remain sharply focused on our mission of making Baltimore a place where people independently support themselves and their families and where individuals are safe from abuse and neglect."

For the most current updates, please follow BCDSS on Twitter [@BaltimoreDSS](#), on [Facebook](#) and on our website at www.dhs.maryland.gov.