



# CARROLL COUNTY DSS

**Family Investment Administration**



## Mission Statement

As members of the community, we will provide services which promotes financial independence, strengthen family stability and ensure a safe and healthy environment for children and vulnerable adults.

# FIA PROGRAMS

\*SNAP - Supplemental Nutrition Assistance Program

\*TCA - Temporary Cash Assistance (families with minor children) S.H.I.N.E. (work program)

\*TDAP - Temporary Disability Assistance Program (disabled adults with no minor children in their custody)

\*EA - Emergency Assistance (utility cut off notices and rental evictions)

\*MA - Medical Assistance for Aged, Blinded and Disabled (ABD) / Qualified Medical Beneficiary (QMB) / Emergency Medical Assistance for undocumented or unqualified aliens (X02 and X03) / Long Term Care (LTC)

MARYLAND HEALTH CONNECTION

MHC

[MarylandHealthConnection.gov](https://MarylandHealthConnection.gov)

# ADDITIONAL ASSISTANCE RESOURCES

**Office of Home Energy (OHEP and LIHWAP)** <https://mydhrbenefits.dhr.state.md.us/>

**Maryland Office for Refugees and Asylees (MORA)** <https://dhs.maryland.gov/maryland-office-for-refugees-and-asylees/>

**Emergency Assistance to Families with Children (EAFC)**

**\*Burial Assistance Program (EA)**

**\*Public Assistance to Entrepreneurship (PA2E)**

## Child Care Scholarship Program

[https://earlychildhood.marylandpublicschools.org/  
child-care-providers/child-care-scholarship-program](https://earlychildhood.marylandpublicschools.org/child-care-providers/child-care-scholarship-program)

(include their name and case number or date of birth)

1-800-332-6347

## HOW TO APPLY FOR BENEFITS

→ Electronically on the myDHR web site :

\*<http://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

→ In-person at the local Department of Social Services : 1232 Tech Court,  
Westminster 21157

→ By mail : Carroll County Department of Social Services 1232 Tech Court,  
Westminster 21157

→ Fax : 410-386-3428

# STATEWIDE INTAKE PROCESS

All applications entered into myDHR system

Applications assigned daily to local offices statewide

Request for verification documents forward to customers via email and/or postal services

Verifications due 10 days from request date

Submit verification via mail, drop box, fax (410-386-3428) or email ([fia.carrollco@maryland.gov](mailto:fia.carrollco@maryland.gov))

Applications are processed in order received





# FIA CONTACT INFORMATION

# FAMILY INVESTMENT ADMINISTRATION

## CONTACT INFORMATION

APPLY FOR BENEFITS ONLINE:

<http://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

DHS CUSTOMER SERVICE CALL CENTER: 1-800-332-6347

FAXED: 410-386-3428

WEBSITE TO SUBMIT DOCUMENTS: [fia.carrollco@maryland.gov](mailto:fia.carrollco@maryland.gov)

APPLY FOR LONG TERM CARE MEDICAL ASSISTANCE:

<https://mymdthink.maryland.gov/home/#/home>

TO MAKE AN APPOINTMENT TO VISIT THE OFFICE: 443-821-5833

Monday - Friday 8:00 AM - 4:30 PM



# QUESTIONS

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# THANK YOU

KAREN BERNARD, FIA ASSISTANT DIRECTOR

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410-386-3362 office

443-821-5833 cell