



# ***CITIZENS SERVICES DIVISION FREDERICK COUNTY, MD***

## **The Citizens Services Division of Frederick County Government is comprised of:**

**Administration** – Pat Rosensteel, Division Director  
5370 Public Safety Place, Frederick, MD 21704

**Phone: 301.600.1063**  
**Fax: 301.600.1636**

The Administration provides direct oversight/monitoring to all departments within the division as well as agreements with community non-profit organizations and agencies.

### **Management Oversight of 8 Citizens Services Departments**

- Interdepartmental Relationships
- Public / Private Partnerships
- Public Education and Community Outreach
- Board and Commissions
- Policy and Program Planning
- Building Management
- Emergency Preparedness
- Overall Management of Personnel and Financial Resources

**Child Advocacy Center** – Lynn Davis, Director  
(confidential location; not published)

**Phone: 301.600.1758**  
**Fax: 301.600.3284**

The Child Advocacy Center (CAC) of Frederick promotes child well-being by providing a child and family focused center to address reports of child maltreatment through a multidisciplinary approach to investigation, prosecution, treatment, and advocacy. An Executive Board guides policy and decision-making.

All services are free to children who may have experienced physical, sexual, or emotional abuse or neglect, and their non-offending caregivers and siblings.

### **Services include:**

- A child-friendly atmosphere for child abuse interviews
- On-site medical examinations in a non-threatening environment
- Coordination of investigative, legal, medical, and mental health services
- Information and referrals to other appropriate community agencies

**Department of Aging** – Carolyn True, Director  
1440 Taney Ave. Frederick, MD 21702

**Phone: 301.600.1605**  
**Fax: 301.600.3554**

The Department of Aging offers programs and activities that support older adults and adults with a disability in their effort to remain healthy, active and independent members of the community. The department works in collaboration with the Commission on Aging to guide policy and decision-making.

**Services include:**

- Information, assistance, referral outreach to seniors, caregivers, families, and the community
- Congregate and home-delivered meals (Meals On Wheels)
- Transportation to four senior centers: Brunswick, Frederick, Emmitsburg, and Urbana
- Health and wellness provided by a nursing assessment, health education and screenings, and fitness/wellness classes
- Health insurance counseling and education about Medicare, Medicare fraud and abuse, Medicare Part D and Medigap policies
- Care management services for clients in the community options waiver, money follows the person, caregiver support and guardianship programs
- "Aging in Place" services (Senior Care) assessment, aide services, and meals
- Ombudsman program which is an advocacy service for long-term care facility residents. Calls may be made anonymously.

**Housing & Community Development – Jenny Short, Director**  
**5340 Spectrum Drive Suite A. Frederick, MD 21703**

**Phone: 301.600.1061**  
**Fax: 301.600.3585**

**Services include:**

- Affordable housing programs and resources for low to moderate – income renters, homeowners, homebuyers, and organizations that create and preserve affordable housing
- County-wide Bell Court Senior housing apartments; County's Minimum Livability Code for renters; resource center providing current information on market rate rental housing, subsidized housing, senior housing, transitional and homeless facilities
- Administers MOU's with organizations that provide sheltering services to the homeless and oversees the County's Housing Initiative Loan Fund, which is used to leverage other funding to create and preserve affordable housing in Frederick County

The department collaborates with the Affordable Housing Council to address community housing issues and needs.

**Family Partnership – Shelly Toms, Director**  
**8420 Gas House Pike, Suite EE, Frederick MD 21701**

**Phone: 301.600.2206**  
**Fax: 301.600.2209**

Family Partnership serves children, youth, and families through comprehensive center-based services. Home-based services are also offered to parents with young children. An Executive Board guides policy and decision-making.

**Services include:**

- Economic Self-Sufficiency Education services include adult basic education classes, (GED prep and English language classes), high school classes through Virtual School
- Employment services assist with job searches, job readiness, career exploration workshops, and computer skills activities
- Life skills and health education workshops and activities to build and support communication skills, daily living skills, citizenship, health/wellness, and leadership development
- Child development provides developmentally appropriate activities for infants & toddlers aged 0-3 years and planned parent interactive activities designed to support healthy child growth and development
- Parent education and support groups - curriculum based and informal workshops for adolescent and adult custodial or non-custodial mothers, fathers, caregivers, and expectant parents.

**Human Relations – Miles Ward, Director**  
**5370 Public Safety Place 3<sup>rd</sup> Fl., Frederick, MD 21704**

**Phone: 301.600.1109**  
**Fax: 301.600.1636**

The Human Relations Department (HRD) investigates complaints of unlawful discrimination in areas of housing, employment, and public accommodations, based on age, race, gender, religion, national origin, marital status, physical and mental disability, familial status, and source of income. All inquiries to the HRD are free and confidential. The HRD's hours of operation are Monday-Friday 8a.m.-4p.m.

The Human Relations Commission (HRC) is an organization of 15 volunteer citizens, appointed by the County Commissioners, who work to ensure a county free of illegal discrimination and injustice. The mission of the HRC is to pursue and promote equal opportunity for everyone, and to foster the positive aspects of multiculturalism in the community. This is achieved by hosting an annual Naturalization Ceremony for new U.S. Citizens, sponsoring an awards program to recognize students, adults, organizations, and businesses that promote human relations in Frederick County, and participating in a wide variety of other important community, cultural and educational events throughout the year.

The HRC holds public meetings on the last Tuesday of each month (except December). At 7:00 p.m., in the third floor conference room, at Winchester hall, 12 E. Church Street, Frederick MD 21701. The public is invited and encouraged to attend.

**Office of Children and Families-Derek Belz, Director**  
**5370 Public Safety Place, 3<sup>rd</sup> Fl., Frederick, MD 21704**

**Phone: 301.600.1063**  
**Fax: 301.600.1636**

The Office for Children and Families (OCF), home of the Frederick County Local Management Board, seeks to create a more efficient and effective system of care for the children and families of Frederick County through: developing service, family, community and financial partnerships, designing goal directed services that are client centered and family focused. Resources are targeted to families with the greatest needs. OCF implements a monitoring and technical assistance system to ensure that efficient and effective services are delivered, with measurably positive client outcomes.

**Services include:**

- Healthy Families Frederick – Collaborative prevention of child abuse/neglect via intensive home visiting
- Juvenile Entry Diversion Initiative – Diversion program to prevent youth from becoming negatively involved in the juvenile justice system
- Single Point of Access (Western Maryland 2-1-1) - A telephone service that is staffed 24/7 by call specialists to help families access and coordinate services and supports, both public and private, to address the full range of needs encountered by families with children involved with multiple child serving agencies or who has intensive behavioral, educational, developmental, and/or mental health needs
- Systems Navigation – Provides intensive supports, linkage and coordination for families who require assistance beyond normal resources
- Children's Mobile Crisis – A mental health team that staffs a child and adolescent mobile service to perform crisis intervention in natural settings
- Health E Kids – Expands access to health care in the following prioritized areas: (1) prenatal care to low-income pregnant women are unable to access care; (2) dental care to low income children who are unable to access care; (3) mental health care for children and their families who are unable to access care or require more intensive care.
- After School Program – Academic enrichment, recreation, social and leadership development for at-risk youth in five middle schools

**TransIT Services of Frederick County – Nancy Norris, Director**  
1040 Rocky Springs Rd, Frederick, MD 21702

**Phone: 301.600.3538**  
**Fax: 301.600.3471**

- Ten connector bus routes serve the City of Frederick and Walkersville Monday-Saturday from 5:30 a.m.-9:30 p.m.
- Shuttles serve Route 85, Brunswick, Jefferson, Emmitsburg, Thurmont, and Spring Ridge
- Meet the MARC - A service provided to the downtown MARC train on East Street and Point of Rocks
- TransIT-Plus - A demand-response para-transit service for senior citizens and people with disabilities
- Rideshare –Assistance to commuters on vanpooling, carpooling, and trip planning
- Commuter Information – Information on regional transit options including MARC commuter rail, MTA commuter bus, and Metrorail, and Montgomery County Ride-On
- ADA Para transit – Accessible transportation for individuals with disabilities that prevent them from using the fixed route bus service
- Employer Connection – A program that assists local employers with commute solutions and setting up programs such as telework

**Workforce Services – Laurie Holden, Director**  
5340 Spectrum Drive Suite A, Frederick, MD 21703

**Phone: 301.600.2761**  
**Fax: 301.600.2906**

Frederick County Workforce Services (FCWS) provides reemployment, retraining and retention programs for unemployed, underemployed, youth and businesses. The business led Workforce Development Board (WDB) guides FCWS in delivering a qualified workforce for Frederick County.

#### **Job Seeker Services**

- Job search tools and expertise
- Career exploration and coaching
- Resume and interview preparation
- Job driven training and educational scholarships

#### **Youth Services**

- Summer jobs program
- Internship programs
- Financial aid resources and scholarships

#### **Business Services**

- Customized recruitment and pre-assessment of skills and aptitudes
- On-the-job and customized training for new employees
- Outplacement assistance