



Carroll County Senior and Community Center's Newsletter

Located in Carroll County Maryland

BOAD Phone: (410) 386-3800

Click on link to visit the Senior Center Website

Click on link for the Division of Aging & Disabilities Mission



November 2025

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**Carroll County
Senior Centers**

will be

CLOSED



**Tuesday November 11th
Thursday November 27th
Friday November 28th**



**2026
Open Enrollment**

**Call 410-386-3800
to schedule an appointment
More information on page 8**



The Americans with Disabilities Act applies to the Carroll County Government and its programs, services, activities, and facilities. Anyone requiring an auxiliary aid or service for effective communication or who has a complaint should contact The Department of Citizen Services, 410.386.3600 or 1.888.302.8978 or MD Relay 7-1-1/1.800.735.2258 or email ada@carrollcountymd.gov as soon as possible but no later than 72 hours before the scheduled event.



Aging and Disabilities Services

<https://www.carrollcountymd.gov/aging-and-disabilities>

Click on the services listed below to find out more information.

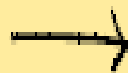
- Adult Public Guardianship Program of Carroll County
- Carroll County Aging & Disabilities Resource Guide
- Carroll County Commission on Aging and Disabilities Mission
- Dental Programs
- Energy Assistance
- Food Supplement Programs (FSP)
- Home and Community Based Services & Supports
- Homeowners' Tax Credit
- Information and Assistance
- Legal Aid
- Long Term Care Ombudsman Program
- Maryland Access Point– Information and Assistance
- Medical Equipment Lending Closets
- National Family Caregiver Support Program in Carroll County
- QMB/SLMB
- Renters' Tax Credit
- Senior Assisted Living Subsidy Program
- Senior Centers
- Senior Medicare Patrol
- State Health Insurance Assistance Program (SHIP)
- Veterans Services
- Virtual Transitioning to Medicare

Inclement Weather Policy for Carroll County Senior Centers

Senior and Community Centers are **OPEN** at 8:00 am in inclement weather **UNLESS**:

The Carroll County Government Offices are closed then the
Carroll County Senior Centers are closed.

The Carroll County
Government opens late or
closes early then the Carroll
County Senior Centers
open late or close early.



- Modified meals may be served
- Call your Senior Center to see if programs/classes have been cancelled
- Carroll Transit System (CTS) may run on a modified schedule. Please call them to confirm or cancel your ride.

CTS: 410-386-5550

*Please note- decisions regarding the operating schedules of the Carroll County Senior Centers are based only on the Carroll County Government. The Senior Centers do not follow the Carroll County Public School System operating schedules.

For info on closures and delays listen to local radio or TV stations, visit the Carroll County
Government website or call your Senior Center.

Trailblazer Shuttle Riders- Please follow the postings specific to Carroll Transit System delays and closings.

Volunteering Opportunity

Tax Season Is Right Around The Corner

The AARP Foundation Tax-Aide is looking for volunteers to support the free tax preparation process in Carroll County for the 2025 tax season. We are looking for compassionate and friendly folk to join our team of volunteers for the upcoming tax season. Volunteers can serve in person or coach taxpayers online or by phone in a variety of roles. In addition to tax preparation support we need client facilitators, technical specialists and site managers.

We provide training and ongoing support in a welcoming environment and every level of experience (or no experience) is welcome.

If you are interested in volunteering, please contact
Mike Deutsch at 443-789-8346



CCG is



HIRING

OUR VALUES

Committed | Inspired | Connected

EXPLORE OPPORTUNITIES AND APPLY ONLINE!

**SIGN UP TO
RECEIVE EMAIL
NOTIFICATIONS**



**VISIT OUR
CAREER
CENTER**

[HTTPS://JOBCENTER.CARROLLCOUNTYMD.GOV](https://jobcenter.carrollcountymd.gov)



Carroll County Veterans Services Program offers services to Veterans of any age, a widow or widower of a Veteran, a child of a deceased or disabled Veteran and parents who lost a son or daughter in military service.



VETERANS SERVICES PROVIDED

- Collaborate with the United States Department of Veteran Affairs, Maryland Department of Veterans Affairs and Veterans Service Organizations in securing benefits for Veterans.
- Assist Veterans with obtaining their military discharge (DD214).
- Help with preparing and submitting compensation/pension claims to the Veterans Benefits Administration.
- Link veterans to the VA Healthcare system, advocate for Veterans and their families and connect Veterans to other community agencies, services and providers.
- Track claims and assist with additional development requests made by the Veterans Benefits Administration.
- Assist with denied claims by filing Notices of Disagreement or filing Appeals to reverse the negative decision.
- Veterans Assistance Program/Case Management Services

FREE VETERANS SHUTTLE

- Free Shuttle to transport Veterans to four VA medical facilities:
Baltimore, Loch Raven, Ft. Detrick and Martinsburg, WV
- Pick up at, convenient centralized locations
- Caregivers also ride for free

Located within the
Carroll County Division of Aging and Disabilities
125 Stoner Avenue
Westminster, MD 21157
410-386-3800

<https://carrollcountymd.gov/carrollveterans>





Senior Assisted Living Subsidy (SALS)

The SALS Program provides subsidies on behalf of eligible senior residents of assisted living facilities which are enrolled in the program and licensed by the Maryland Department of Health.

THE MAXIMUM MONTHLY SUBSIDY IS \$1,000

ELIGIBILITY REQUIREMENTS:

1. Asset Limitation: \$ 20,064 per individual
 \$ 26,400 per couple
2. Income Limitation: \$4,350* per month per individual
 (\$52,200.00 per year)
 ** Income limitation does not include VA Aide & Attendance*
3. Functional Assessment regarding Activities of Daily Living
4. 62 years of age or older

Please note there is a wait list for this program

For more information and / or an application,
contact

Carroll County Bureau of Aging & Disabilities
410-386-3800



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2026 Medicare Open Enrollment

Review your 2026 Part D Options: October 15th-December 7th



Bureau of Aging & Disabilities

Carroll County Department of Citizen Services

You can be added to our call list for an appointment starting Sept 15th. We will be returning calls to schedule by Oct 1st please call [410-386-3800](tel:410-386-3800) to be added to the list.

*****Appointments are required and limited*****

You can also review plan options by calling 1-800-MEDICARE or logging on to Medicare.gov

STATE RETIREES: Please be sure to contact VIA Benefits to review your coverage for 2026 if you would like to keep your additional benefits.

my.viabenefits.com/Maryland or 1-855-556-4419 (M-F 8am-7pm)

Taneytown Senior Center

220 Roberts Mill Rd

Taneytown, MD 21787

Tuesday, October 21st, 2025

South Carroll Senior Center

5928 Mineral Hill Rd

Sykesville, MD 21784

Friday, November 7th, 2025

North Carroll Senior Center

2328 Hanover Pike

Hampstead, MD 21074

Friday, November 21st, 2025

Mt Airy Senior Center

703 Ridge Ave

Mt Airy, MD 21771

Tuesday, November 25th, 2025



SHIP

State Health Insurance
Assistance Program

Navigating Medicare

Westminster Senior Center

125 Stoner Ave

Westminster, MD 21157

Tuesday, December 2nd, 2025



SMP

Senior Medicare Patrol

Preventing Medicare Fraud

Appointments are also available in our SHIP office Oct 15th-Dec 5th, 2025.

Please call the Bureau of Aging & Disabilities for an appointment 410-386-3800.

You will be placed on a call list and scheduled in the order the call was received.

125 Stoner Ave, Westminster, MD 21157

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Turning 65 or retiring soon and not sure what to do about Medicare??

Carroll County's State Health Insurance Assistance Program (SHIP) is here to help!

We invite you to attend our free informational Transitioning to Medicare workshops to learn more.

We offer these two-part workshops monthly in collaboration with the Carroll County Public Library.



Navigating Medicare



Preventing Medicare Fraud

Please register for live sessions at:

<https://ccpl.librarymarket.com/events/month>

****Pre-Recorded sessions can also be accessed at any time using the links listed below.**



Transitioning to Medicare Part 1

All workshops start at 5:00pm!! Registration is required!!

November 12th, 2025-In person @ Westminster Public Library (50 E Main St)

December 3rd, 2025-Webinar

****Pre-Recorded Session on YouTube: <https://www.youtube.com/watch?v=1nlioLxPweM> Original Medicare (Parts A, B, & D), Advantage Plans (Part C), Supplemental Plans (Medigap), Fraud & Abuse, & Medicare Savings Programs.**

Transitioning to Medicare Part 2

All workshops start at 5:00pm!! Registration is required!!

November 19th, 2025-In person @ Westminster Public Library (50 E Main St)

December 10th, 2025-Webinar

****Pre-Recorded Session on YouTube: <https://www.youtube.com/watch?v=zVA4jvmmRQA>**

Take a closer look at Medicare Supplemental Plans and Advantage Plans.

Sponsored by: Carroll County Bureau of Aging & Disabilities: 125 Stoner Ave, Westminster, MD 21157

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MAP Information & Assistance can connect individuals with services about....

- Housing options
- Caregiver resources
- Energy assistance
- Veteran services
- Homeowners/Renters tax credit
- Food resources
- Transportation
- Long term care options
- Home & Community Based Options Services

Call 410-386-3800 and ask to speak to someone in MAP Information & Assistance.....

Contact:

Nicole Ranoull MAP Information & Assistance Supervisor

Julie McGraw MAP Information & Assistance Program Specialist

Courtney Edwards MAP Information & Assistance Program Coordinator

***Call 410-386-3800
schedule an appointment**

Show Me Better Health

DIABETES Self-Management



Tens of thousands of people nationwide have learned the self-management approach to their diabetes. This group lowered their blood sugar, made fewer trips to the emergency department, and were less likely to end up in the hospital because of diabetes—even a year later.

Living Healthy, Living Well doesn't replace your diabetes treatment plan—far from it. It teaches you the best ways to work with your doctor and your family, and helps you set your own goals for managing your condition and controlling your life. This **FREE** workshop meets 2 1/2 hours, once a week for 6 weeks.

Just as important are the changes people report in how they feel about their lives: effective, in charge, and able to do what matters most to them.

FREE In-Person 6-Week Series

Register: <https://carrollcountymd.gov/LivingHealthy>—410-386-3800—LivingHealthy@carrollcountymd.gov

October 15-22-29-November 5-19-26, 2025

No session November 12th

Wednesdays 9:00 a.m.— 11:30 a.m.

Location: The Residences of Hampstead School
1211 North Main Street, Hampstead, MD 21074

Participants will receive a *Living a Healthy Life with Chronic Conditions* book and a *Relaxation for Mind and Body* CD. Donations for materials are accepted but not required to participate, for those 60 years & over.



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Are you sick and tired of being sick and tired? You don't have to stop doing the things you love to do. The key to getting the most out of life is learning to manage your symptoms.

Join a FREE 2 ½ hour Living Healthy, Living Well with Diabetes workshop, held each week for 6 weeks.

Set your own goals and make a step-by-step plan to improve your health—and your life.

Program Offered:



In-person



Virtually



At-Home with mailed Tool Kit



Sponsored and Offered for FREE by
Carroll County Bureau of Aging & Disabilities
125 Stoner Avenue, Westminster, MD 21157

Learn more about Carroll County's *Living Healthy, Living Well Program for Chronic Conditions, Diabetes, and Chronic Pain*

(an evidence-based self-management workshop
originally developed at Stanford)

410-386-3818 LivingHealthy@carrollcountymd.gov

<https://carrollcountymd.gov/LivingHealthy>

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Living Healthy, Living Well with Diabetes



A diabetes diagnosis brings big changes. Find solutions that work for you.

Living Healthy, Living Well with Diabetes is proven to make a big difference in your health and your life. In just 6 weeks, you can learn to take charge of your health and get back to doing the things that matter to you.

"The workshop helped me understand that I'm not alone."

Living Healthy, Living Well participant



To register, get more information, or find out when the next workshop starts, please contact the Living Healthy, Living Well Program Coordinator at 410-386-3818.

What is Living Healthy, Living Well with Diabetes?

A six-week self-management workshop for adults of all ages who have type 2 diabetes, pre-diabetes, or who live with someone that does.

"I wasn't taking care of myself—but I am now. I finally see how important that is."

Led by trained leaders, some of whom have diabetes and other chronic conditions themselves, the program focuses on helping you feel better, have more control, and do the things you want to do.

How is this program different?

You set your own goals. The changes you see are things that matter most to you.

You learn hands-on with others. The group brings fun and wisdom as you apply new skills in your own life.

Tens of thousands of people nationwide have learned the self-management approach to their diabetes. This group lowered their blood sugar, made fewer trips to the emergency department, and were less likely to end up in the hospital because of diabetes—even a year later.

Just as important are the changes people report in how they feel about their lives: effective, in charge, and able to do what matters most to them.

Living Healthy, Living Well doesn't replace your diabetes treatment plan—far from it. It teaches you the best ways to work with your doctor and your family, and helps you set your own goals for managing your condition and controlling your life.

Living Healthy, Living Well helps you build confidence in your ability to manage your condition.

You'll get information and advice for:

- Healthy eating and nutrition: food label reading and meal planning
- Relaxation techniques
- Partnering with your health care provider
- Short-term goal setting
- Fitness for exercise & fun
- Feedback and problem-solving
- Stress and depression management
- Communicating effectively with friends, family, and your medical team



"I never knew how much my emotions affected my physical health. Now I know my stress signals and I pay attention."

2025 Caregiver Support Conference

Navigating with Knowledge, Caring with Purpose

Saturday, November 15, 2025

9:00am – 2:00pm

Westminster Senior & Community Center
125 Stoner Ave, Westminster, MD 21157

Join us as we discuss...

- Strength, Balance and Brain Health
- Legal & Financial Responsibilities as a Caregiver
- Understanding and communicating with those with Dementia



FREE Registration | Light Breakfast & Lunch Provided

Register by November 7, 2025

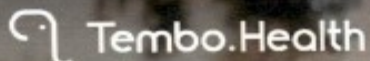
[Click here to register.](#)

For questions or more information, contact Denise Valentine at davalentine@carrollcountymd.gov or call the Division of Aging & Disabilities at 410-386-3800.



Division of Aging & Disabilities
Carroll County Department of Citizen Services

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DEMENTIA CARE

MADE SIMPLE



Why Tembo? We Help You With:

Receive free advice from expert dementia care navigators, such as where to get a diagnosis, how to find local resources and how to receive financial support.



**\$2500 in
Caregiver Support**



**Diagnosis
and Care Plan**



**Personal
Caregiver Support**



**24/7
ER Doctor Hotline**

3 Simple Steps And It's FREE

1

**Match With a
Care Navigator
for FREE**

2

**Enroll in GUIDE,
a Medicare
Program**

3

**Receive FREE
Benefits Through
Medicare**



Dionne, daughter of person living with dementia

The team conducts thorough research, explains things clearly, supporting me and my entire family. **Working with Tembo Health has been one of the best decisions I've made** in supporting my mother on her journey.



Katie, partner of person living with dementia

With the help of the Tembo care team, we have **clinicians and healthcare professionals who really understand my father's condition** and how to navigate the healthcare system.

Others That Loved Us

About Tembo Health

Tembo Health's mission is to make managing dementia easier. By partnering with your Primary Care Provider (PCP), we support families on their dementia journey through comprehensive dementia services, personalized treatment plans, access to specialists, and compassionate care.

What Is GUIDE?

GUIDE (Guiding an Improved Dementia Experience) is a new Medicare program that allows Tembo Health, alongside your Primary Care Provider, to provide added support and resources for people and families living with dementia at no cost to you.

Verify Eligibility



NATIONAL FAMILY CAREGIVERS SUPPORT PROGRAM

Carroll County

S U P P O R T G R O U P S

Grandparents Raising Grandchildren

meets in a casual and welcoming environment, offering support to grandparents who are raising grandchildren. Grandparents have the opportunity to meet other caregivers, develop a network of support and receive information about services available. The support group is open to older adults raising grandchildren under 18 years of age.



Second Wednesday from 5:30PM—7:00PM

Bureau of Aging & Disabilities, 125 Stoner Ave, Westminster

Caregivers of Older Adults

is an ongoing support group that is designed to help caregivers cope with the challenges of caring for their relatives. Caregivers have the opportunity to share their experiences, participate in educational discussions and receive comfort and positive reinforcement to help guide them through what can be a difficult journey.



Second Tuesday from 4:30PM—6:00PM

Bureau of Aging & Disabilities, 125 Stoner Ave, Westminster



To register please contact Denise Valentine at 410-386-3833 or davalentine@carrollcountymd.gov. Visit our website www.carrollcountymd.gov/aging-and-disabilities for more information about our programs.



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CARROLL COUNTY CAREGIVER SUPPORT GROUP

Presented by:

**Alzheimer's Association
Greater Maryland Chapter**

Third Thursday of the month
6:00 p.m. - 7:30 p.m.
Visiting Angels Office
6505 Ridenour Way E, Suite 1B,
Eldersburg 21784

Contact Facilitators to Join

Elyse Weckesser
443-340-3147
elysew@mdvisitingangels.com

Marjorie Cotterman
420-404-6804 (text preferred)
mcotterman@inspired-joy.com

Build a support system with people who understand.

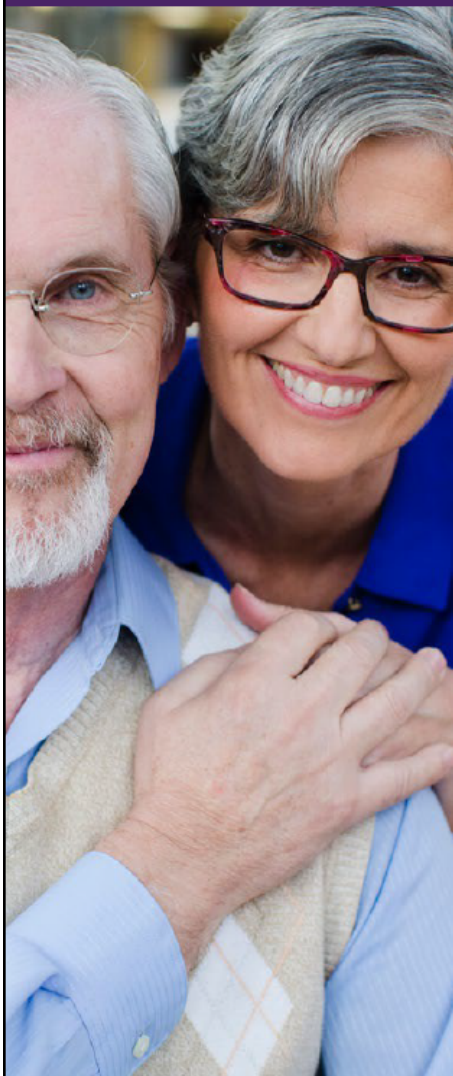
Alzheimer's Association® support groups, conducted by trained facilitators, are a safe place for people living with dementia and their care partners to:

- Develop a support system.
- Exchange practical information on challenges and possible solutions.
- Talk through issues and ways of coping.
- Share feelings, needs and concerns.
- Learn about community resources.



Visit ALZ.ORG/MARYLAND to learn more about caregiver programs and resources. To further extend your network of support, visit ALZ Connected®, our online community, at alzconnected.org.





MARYLAND STATISTICS* (2020)

110,000
people age 65 and older
with Alzheimer's

242,000
Number of Caregivers

371,000,000
Total Hours of Unpaid Care

\$6,810,000,000
Total Value of Unpaid Care

\$1,231,000,000
Medicaid costs of caring for
people with Alzheimer's

*Alzheimer's Association 2022 Alzheimer's Disease Facts
and Figures, available at alz.org/facts

ALZHEIMER'S ASSOCIATION ONLINE TOOLS

CAREGIVER CENTER

Caregivers may access information about early-stage caregiving, middle-stage caregiving, or late-stage caregiving. alz.org/care or click [here.](#)

ALZCONNECTED®

Our online community to connect with other individuals living with early-stage Alzheimer's. You can share questions, experiences and practical tips via message boards or create private groups organized around specific topics. alzconnected.org or click [here.](#)

ALZHEIMER'S NAVIGATOR®

An interactive online tool for people living with dementia and those who participate in providing care and making care-related decisions. This assessment tool evaluates needs, outlines action steps, and links the user to Alzheimer's Association chapter programs and local services. alzheimersnavigator.org or click [here.](#)

COMMUNITY RESOURCE FINDER®

A comprehensive database of local programs and services, housing and care options, and legal experts all in one location, allowing you to quickly search, find and access support. communityresourcefinder.org or click [here.](#)

LIVE WELL: ONLINE RESOURCES FOR PEOPLE WITH DEMENTIA

A collection of free interactive tools that helps you navigate the personal and emotional challenges accompanying an Alzheimer's diagnosis and provides personalized steps for living well with the disease. alz.org/livewell or click [here.](#)

VIRTUAL LIBRARY

Search the online catalog, view resources chosen by dementia experts and download topic sheets and reports. alz.org/library or click [here.](#)

TRAINING AND EDUCATION CENTER

The Association offers a number of Alzheimer's and dementia courses available online, 24 hours a day. alz.org/training or click [here.](#)

ALZHEIMER'S ASSOCIATION TRIALMATCH®

A free easy-to-use clinical study matching service that connects individuals with Alzheimer's disease, caregivers, healthy volunteers and physicians with current studies. The continuously updated database of 130+ Alzheimer's clinical trials includes pharmacological and non-pharmacological research. Studies are being conducted at 500 sites across the country and online. alz.org/trialmatch or click [here.](#)



Scan QR code to view
the calendar online.

2025 OCTOBER – DECEMBER

HEALTH & WELLNESS CALENDAR

All programs are free and do not require pre-registration unless noted. Call 410-871-7000 or visit lifebridgehealth.org/wellness to learn more.

PLANNING FOR PARENTHOOD

The Family Birthplace Open House & Tour

Register at:

familybirthplaceopenhouse.eventbrite.com

BabyLiveAdvice

- Childbirth Preparation • Caring for Baby
- Infant CPR and First Aid • Breastfeeding

To register or for more information,
visit lbh.pub/fbp

EDUCATION & SUPPORT GROUPS

- Breast Cancer
- Breastfeeding
- Diabetes
- Gather & Connect (cancer support)
- Multiple Sclerosis
- Parkinson's Disease
- Perinatal Loss
- Postpartum
- Stroke Survivors

SPECIAL SERVICES

- Cancer Navigation Services
- Care Connect Health Navigation Services
- Heart Failure Clinic*
- Center for Breast Health*
- Diabetes Program*
- Genetic Counseling*
- Integrative Health Services (acupuncture, massage, reflexology and more)*
- Studio YOU (hair loss solutions, mastectomy bra and breast prosthetic fittings)*

*Cost associated with program

GRIEF SUPPORT SERVICES

BridgingLife offers free grief support to families, friends and community members who have experienced the loss of a loved one. Skilled, caring and certified counselors lead the programs, assisted by volunteers trained in grief and loss. Call 410-871-8000 for more information or visit bridginglifecare.org

SPECIAL PROGRAMS

American Heart Association CPR

Hybrid learning and in-person classes are available for ACLS, BLS and PALS for healthcare professionals and professional rescuers. These classes support initial and renewal requirements and follow American Heart Association guidelines.

Prices vary; call 410-871-6841 for details.

Cooking for Wellness

Meet us at Exploration Commons for a cooking class! Join a registered dietitian to prepare healthy recipes and learn nutrition and health tips along the way.

Mondays, September 8, October 6, November 3
1:30 – 3 p.m.

\$5 per person

To register, visit explorationcommons.carr.org

Diabetes Prevention Program

A free lifestyle change program designed to help decrease your risk of type 2 diabetes. Offered by the Carroll County Health Department.

290 S. Center St., Westminster

Call 410-876-4819 for more information.

Living Healthy, Living Well (Mailed Toolkit)

These evidence-based programs introduce information and skills that help people with chronic pain, diabetes, and physical and mental health conditions lead a healthy life. Participants complete their specific program at their own pace in addition to a weekly conference call with a trained facilitator.

For more information or to register go to carrollcountymd.gov/aging-and-disabilities, call 410-386-3818 or email livinghealthy@carrollcountymd.gov

Nutrition in Media

We get so much nutrition information through the media. What is fact and what is fiction? This program allows you to explore an individual topic each session with a registered dietitian.

Wednesday, November 19, 5 – 6 p.m.

Carroll Hospital East Pavilion

Virtual and in-person (hybrid)

To register, visit nutritioninmedia.eventbrite.com

Reiki Level 1 Certification Class

Reiki is a Japanese healing technique that uses gentle touch to promote relaxation and well-being. In an intimate class setting, learn the history and basics of Reiki. Upon completion, you will be certified Reiki Level 1. Taught by Reiki Master Julie Cassaday. Resource book included.

Saturday, November 1, 9 a.m. – 3 p.m.

Carroll Hospital East Pavilion

\$175

Call 410-871-7000 to register.

VOLUNTEER

with Meals on Wheels of Central Maryland, Inc.

Our Mission: *To enable people to live independently at home through the provision of nutritious meals, personal contact and related services*

Meals on Wheels of Central MD volunteers deliver more than a meal. They provide security and connections to the aging and disabled in Central Maryland.



The Benefits of Volunteering:

- Meet new people
- Satisfaction of impacting someone's life
- Decreased stress & improved health
- Feeling of involvement

Individual Opportunities:

Deliver meals to homebound seniors and disabled individuals:

- Monday-Friday, 11:00a.m.-1:30p.m.
- Once a week, once a month, or whenever your schedule permits

Grocery shop for a client in your area:

- Flexible Scheduling • Twice a month

Deliver pet food through Kibble Connection:

- Flexible Scheduling • Quarterly

Become a Call Star:

- Flexible Scheduling
- 1-2 hours per month

Pack meals at our Main Office or Kosher Kitchen

- Packing shifts available 6 days a week at our main office in Baltimore
- Kosher Kitchen packing shifts available weekday mornings

Group Opportunities:

Become a Lunch Bunch volunteer and 'adopt a route' for meal delivery with your colleagues from work.

Pack meals with your group during a weekday or weekend at our main office

Host a fundraiser to support Meals on Wheels of Central MD, such as a trivia night, a chili cook-off or a fun run.

Complete a team-building service project. Make cards, care packages or Mugs of Love for us to deliver to clients.



A dedicated volunteer delivering nutritious meal



A Grocery Assistance Program volunteer shops for his client.

**Call 443-573-0925 or E-mail volunteer@mowcm.org
Sign up today! mealsonwheelsmd.org/volunteer/
515 South Haven Street, Baltimore, MD 21224**

MARYLANDERS ONLINE CALL CENTER

UNIVERSITY OF
MARYLAND
EXTENSION

Marylanders
Online



Marylanders Online is an initiative through the University of Maryland Extension (UME) and College of Information Studies (INFO) with state funding that aims to bridge the digital divide throughout the state of Maryland.

Marylanders Online Call center is here to provide FREE one-on-one tech support to all the Maryland residents and bring digital equity in Maryland.

It will provide:

- Tech support in English and Spanish
- Any device support including hardware and software
- Assistance in getting connected with internet
- ACP application assistance
- Connect to local organizations offering various digital skills classes, device program, and much more.

Let's connect!

Number: 301-405-9810

Toll Free: 1-866-208-8467

Time: 9:00 am to 3:00 pm

Monday to Friday

Email:

marylandersonline@umd.edu

University programs, activities, and facilities are available to all without regard to race, color, sex, gender identity or expression, sexual orientation, marital status, age, national origin, political affiliation, physical or mental disability, religion, protected veteran status, genetic information, personal appearance, or any other legally protected class.



FCC

AFFORDABLE CONNECTIVITY PROGRAM

WHAT IS IT?

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

The benefit provides:

- Up to \$30/month discount for internet service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

WHO IS ELIGIBLE?

A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets at least one of the criteria below:

- Participates in any of the following assistance programs: SNAP, Medicaid, Federal Public Housing Assistance, Veterans Pension or Survivor Benefits, SSI, WIC, or Lifeline;
- Participates in any of the following Tribal specific programs: Bureau of Indian Affairs General Assistance, Tribal TANF, Food Distribution Program on Indian Reservations, or Tribal Head Start (income based);
- Participates in the Free and Reduced-Price School Lunch Program or the School Breakfast Program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income internet program.

TWO STEPS TO ENROLL

1

Go to AffordableConnectivity.gov to submit an application or print a mail-in application

2

Contact your preferred participating provider to select an eligible plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must **both** apply for the program **and** contact a participating provider to select a service plan.

LEARN MORE

Call 877-384-2575, or

Visit fcc.gov/acp



Carroll County

Tablet Loaner Program

Bureau of Aging
& Disabilities

The Carroll County Bureau of Aging & Disabilities is helping Carroll County's older adults get—and stay—connected through its Free Tablet Lending Library Program. Stay connected by participating in virtual Aging & Disabilities and Senior Center events, activities and meetings. No internet service is required as tablets are equipped with unlimited data.

- Call 410-386-3800 for more information or to register
- Available for pick-up at any of the five senior and community centers
- Technical instruction available



The Americans with Disabilities Act applies to the Carroll County Government and its programs, services, activities, and facilities. Anyone requiring an auxiliary aid or service for effective communication or who has a complaint should contact The Department of Citizen Services, 410.386.3600 or 1.888.302.8978 or MD Relay 7-1-1/1.800.735.2258 or email ada@carrollcountymd.gov as soon as possible but no later than 72 hours before the scheduled event.

Maryland Senior Call Check

PEACE OF MIND FOR THOSE HOME ALONE



DAILY AUTOMATED CHECK-IN CALLS



FREE SERVICE

65+

MARYLANDERS AGED 65+



YOUR CHOICE A MORNING OR AFTERNOON CALL

Learn about the Maryland Senior Call Check and how to sign up.

<https://www.youtube.com/watch?v=TKNDGbgFKZY>



Sign up online or over the phone:

aging.maryland.gov 1 (866) 502-0560



Larry Hogan
Governor

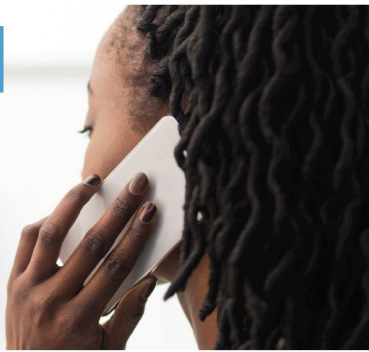
Boyd K. Rutherford
Lt. Governor

Rona E. Kramer
Secretary

If you're feeling anxious, depressed,
or just need someone to talk to,

CALL 211

or dial 443-608-9182



Connect with someone who can help.

Call the **211 Maryland United Way Helpline** and ask to be connected to the WARMLine. You'll talk with someone who will listen to your concerns and refer you to additional resources.

Mental health professionals are available weekdays from 10:00 a.m. to 6:00 p.m.

Follow these easy steps:

1. Dial 211 (or 443-608-9182) from any cell phone or landline.
2. Ask to be connected to the WARMLine.
3. Speak with <https://probonocounseling.org/> your needs.
4. You will be referred to any additional resources you may need.

United Way of Central Maryland has provided a grant to Pro Bono Counseling to support Marylanders who are experiencing mental health issues related to the COVID-19 pandemic and other reasons.

For more information, visit ProBonoCounseling.org.

PRO BONO
COUNSELING
PROJECT

988

SUICIDE
& CRISIS
LIFELINE

In 2020, Congress designated the new 988 dialing code to operate through the existing National Suicide Prevention Lifeline.

The Substance Abuse and Mental Health Services Administration (SAMHSA) is the lead federal agency, in partnership with the Federal Communications Commission and the Department of Veterans Affairs, working to make the promise of 988 a reality for America. Moving to a 3-digit dialing code is a **once-in-a-lifetime opportunity** to strengthen and expand the existing National Suicide Prevention Lifeline (the Lifeline).

Of course, 988 is more than just an easy-to-remember number—it is a direct connection to compassionate, accessible care and support for anyone experiencing mental health related distress – whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. Preparing for full 988 implementation requires a bold vision for a **crisis care system that provides direct, life-saving services to all in need.**

SAMHSA sees 988 as a first step towards a transformed crisis care system in much the same way as emergency medical services have expanded in the US.



In pursuit of this bold yet achievable vision, SAMHSA is first focused on strengthening and expanding the existing Lifeline network, providing life-saving service to all who call, text or chat via 988. Longer term, SAMHSA recognizes that linking those in crisis to community-based providers—who can deliver a full range of crisis care services—is **essential to meeting crisis needs across the nation.**



Developed in collaboration with the
Centers for Disease Control and Prevention
320316-D

SAMHSA
Substance Abuse and Mental Health
Services Administration



Frequently Asked Questions

What is the Lifeline and will 988 replace it?

The Lifeline is a national network of over 200 local, independent, and state-funded crisis centers equipped to help people in emotional distress or experiencing a suicidal crisis. **Moving to 988 will not replace the Lifeline**, rather it will be an easier way to access a strengthened and expanded network of crisis call centers. Beginning July 16, 2022, people can access the Lifeline via 988 or by the 10-digit number (which will not go away).

When will 988 go live nationally?

The 988 dialing code will be available nationally for call, text, or chat on July 16, 2022. Until then, those experiencing a mental health or suicide-related crisis, or those helping a loved one through crisis, should continue to reach the Lifeline at its current number, 1-800-273-8255.

How is 988 different from 911?

988 was established to improve access to crisis services in a way that meets our country's growing suicide and mental health related crisis care needs. 988 will provide easier access to the Lifeline network and related crisis resources, which are distinct from 911 (where the focus is on dispatching Emergency Medical Services, fire and police as needed).

How is 988 being funded?

Congress has provided the Department of Health and Human Services workforce funding through the American Rescue Plan, some of which will support the 988 workforce. At the state level, in addition to existing public/private sector funding streams, the National Suicide Hotline Designation Act of 2020 allows states to enact new state telecommunication fees to help support 988 operations.

Is 988 available for substance use crisis?

The Lifeline accepts calls from anyone who needs support for a suicidal, mental health and/or substance use crisis.

Urgent realities.



Too many Americans are experiencing suicide and mental health crises without the support and care they need. In 2020 alone, the US had one death by suicide about every 11 minutes — and for people aged 10-34 years, suicide is a leading cause of death.

Easier access.



Moving to an easy-to-remember, 3-digit dialing code will provide greater access to life-saving services.

There is hope.



Providing 24/7, free and confidential support to people in suicidal crisis or emotional distress works! The Lifeline helps thousands of people overcome crisis situations every day.

Email 988 questions to:
**988Team@
samhsa.hhs.gov**



**CARROLL COUNTY
DEPARTMENT
OF SOCIAL SERVICES**
1232 Tech Court
Westminster, MD 21157



FAMILY INVESTMENT ADMINISTRATION

APPLY FOR BENEFITS ONLINE: mydhrbenefits.dhr.state.md.us

DHS CUSTOMER SERVICES: 1-800-332-6347 / FAX: 410-386-3428

WEBSITE TO SUBMIT DOCUMENTS: fia.carrollco.comaryland.gov

APPLY FOR LONG TERM CARE MEDICAL ASSISTANCE:

mymdthink.maryland.gov

TO MAKE AN APPOINTMENT: 443-821-5833 (M-F, 8-4:30)

CHILD SUPPORT ADMINISTRATION

APPLY ONLINE: www.dhr.state.md.us/csea

CUSTOMER SERVICE: 1-800-332-6347 / Carroll.CSA_DHS@maryland.gov

MAKE AN APPOINTMENT: 443-929-2908 (M-F, 8-4:30)

PAYMENT INFO: 1-800-723-9937

SERVICES UNITS

To report suspected abuse or neglect: 410-386-3434

FOSTER PARENT RECRUITMENT LINE: 410-386-3333





Maryland Legal Aid provides a full range of free civil legal services to financially eligible individuals from 12 office locations.

Our legal work helps to protect peoples' basic needs and human rights.

Get help now by calling 1-888-465-2468 or apply with [online in-take](https://www.mdla.org).

Attend a FREE legal clinic for in-person help!

*Check with one of the Senior Centers for dates and times for in person clinics.

Maryland Legal Aid's
Midwestern Maryland Office
22 South Market Street
Suite 11
Frederick, MD 21701
Telephone Intake: 301-694-7414
www.mdla.org

Connect with us



How to Get Help from Social Security

Social Security is here to help. We want you to know how to get the service you need and to be prepared so we can help you as quickly and safely as possible.



Go online to [SSA.gov](https://ssa.gov). Our website is the best way for most people to get help.



If you cannot use our website call our National 800 Number (1-800-772-1213) or your local Social Security office for help.



We will schedule an appointment for you, if necessary, to serve you by phone or in person.

What to Know if You Must Visit an Office:

- You must have an appointment to visit an office.
- Masks are required for all office visitors and employees, regardless of vaccination status.
- Visitor capacity is limited to follow physical distancing requirements. This means you may need to wait outside, so plan for cold or bad weather.
- We ask that you come alone unless you require help with your visit. If you require help, we can only permit one person to accompany you.

We appreciate your patience and understanding.



Securing today and tomorrow

[SSA.gov](https://ssa.gov) | [Facebook](https://www.facebook.com/ssa) | [Twitter](https://twitter.com/ssa) | [YouTube](https://www.youtube.com/ssa) | [Instagram](https://www.instagram.com/ssa) | [LinkedIn](https://www.linkedin.com/company/ssa)
Social Security Administration
Publication No. 05-10508
December 2021 (First edition)
How to Get Help from Social Security
Produced and published at U.S. taxpayer expense

Social Security Connection

See what you can do online

November 2022
Volume 40

Inside this issue:

Social Security and Scam Awareness 1
Veterans and Active Duty Military Members: Social Security Has Your Back! 2

Local Offices

Local Social Security offices are offering more in-person appointments and have resumed in-person service for people without an appointment. As we expand in-person service, we expect our offices to be very busy. We strongly encourage you to continue to go online, call us for help, and schedule appointments in advance. Learn more at ssa.gov/coronavirus/gethelp.



my Social Security
Check out your Social Security Statement, change your address and manage your benefits online today.
[SSA.gov/myaccount](https://ssa.gov/myaccount)



Online Services
You can access many of our services online.
[SSA.gov/online-services](https://ssa.gov/online-services)



Social Security and Scam Awareness

Social Security imposter scams are widespread across the United States. Scammers use targeted, sophisticated tactics to deceive you into providing sensitive information or money.

Social Security's Office of the Inspector General (OIG) has received reports of scammers creating fake versions of the identification badges most federal employees use to gain access to federal buildings. The scammers may text or email photos of the fake badges to convince potential victims of their legitimacy. These badges use government symbols, words, and even names and photos of real people, which are available on government websites or through internet searches.

If you receive a suspicious letter, text, email, or call, hang up or do not respond. We want you to know how to identify a scammer and avoid becoming victims.

We will NEVER:

- Text or email images of an employee's official government identification.
- Suspend your Social Security number.
- Threaten you with arrest or other legal action unless you immediately pay a fine or fee.
- Require payment by retail gift card, wire transfer, internet currency, or cash by mail.
- Promise a benefit increase or other assistance in exchange for payment.
- Send "official" letters or reports containing your personal information via email.

We only send text messages if you have opted in to receive texts from us and only in limited situations, including the following:

- When you have subscribed to receive updates and notifications by text.
- As part of our enhanced security when accessing your personal my Social Security account.

If you owe money to us, we will mail you a letter with payment options and appeal rights.

We encourage you to report suspected Social Security imposter scams — and other Social Security fraud — to the OIG's website at oig.ssa.gov/report. You may read our previous Social Security fraud advisories at oig.ssa.gov/news-releases/. Please share this information with your friends and family to help spread awareness about Social Security imposter scams.



Securing today and tomorrow

Beware of Phone Scams



Securing today and tomorrow

Social Security wants you to know about widespread phone scams where scammers pretend to be government employees. They may tell you about a Social Security-related problem to gain your trust and steal your money. We want you to hang up on scammers — help us "slam the scam"!

IF YOU RECEIVE A SUSPICIOUS CALL:

- 1 Hang up
- 2 Do not give money or personal information
- 3 Report the scam at oig.ssa.gov

Social Security may call you in some situations but we will never:

- » Threaten to arrest you unless you pay a fine or fee
- » Suspend your Social Security number
- » Require immediate payment from you by cash, gift card, pre-paid debit card, or wire transfer
- » Demand secrecy in dealing with a Social Security problem

Protect yourself, friends, and family: don't forget to "slam the scam"!



Social Security Administration | Publication No. 05-10597 | February 2021 | Produced at U.S. taxpayer expense

