

OFFICE OF CONSTITUENT EXPERIENCE

The Office of Constituent Experience is a dedicated unit within the Maryland Department of Human Services focused on improving how Marylanders interact with the Department. We focus on clear communication, respectful interactions, and making it easier for people to understand available programs through education and community outreach.

WORKING TO SERVE YOU BETTER

DHS PROGRAMS:



Supplemental Nutrition Assistance Program (SNAP)



Children and Youth Services



Child Support Administration



Emergency Assistance to Families and Children



Adult Services



Temporary Disability Assistance Program



Temporary Cash Assistance



Medical Assistance

ACCESSING PROGRAMS

Contact us if you have questions or need assistance navigating our programs and services. We provide every Marylander with the resources and guidance to navigate our programs. Reach out to us by phone, email, U.S. mail, Facebook messenger, or visit us in person. We help people determine program eligibility, apply for programs through MarylandBenefits.gov, and offer case management solutions.

DHS OUTREACH

We partner with elected officials, local organizations, non-profits, and other state agencies to offer our services and resources directly in your community. Our Outreach team visits community events, county and state fairs, and health and resource fairs.

CONTACT US

- Maryland Dept. of Human Services
25 S. Charles St., Baltimore, MD 21201
www.dhs.maryland.gov
1-800-332-6347
- Your benefits and services are a click away! <https://marylandbenefits.gov>
- DHS Customer Service Inquiry • <https://dhs.maryland.gov/about-dhs/customer-service>
- Maryland Department of Human Services Facebook • <https://www.facebook.com/MDHumanServices>
- OCX Outreach Services Email
dhs.ocxoutreach@maryland.gov

