



Maryland's Public Behavioral Health System

Participant Handbook

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Introduction to the Participant Handbook

Background

Optum Maryland is pleased to be in partnership with the Maryland Department of Health (MDH) and Optum to assist you in accessing and gaining the most from your experience with behavioral health services.

You'll see/hear the term ASO, which is an administrative service organization. Optum Maryland is the entity created to help MDH make the best use of available resources to serve those in need of assistance with behavioral health.

As Maryland's ASO, Optum Maryland is committed to making it easier for those in need of behavioral health services to get the right care, at the right time, and at the right level of care and for the needed duration.

As Maryland's ASO Optum Maryland is devoted to the recovery and resilience of children and adults living with behavioral health issues.

Purpose of the Participant Handbook

This handbook is written to:

- Help you understand Maryland's Public Behavioral Health System
- Help you get the right services
- Educate you about recovery-oriented care
- Help you access peer support programs and community resources

Guide to Your Maryland Public Behavioral Health System (PBHS)

This handbook serves as a guide to provide useful information about services available to you in Maryland's Public Behavioral Health System (PBHS). It can help you understand and use your behavioral health benefits that include mental health and substance use disorder services. We encourage you to read this handbook to learn about the services that are available to you.

You can get this handbook and other written information in Spanish and in other formats, such as large font. For help, call Optum Maryland Participant Services at 1-800- 888-1965 TDD/TTY dial 7-1-1.

You have a right to *stay active* in your care. All of your *rights and responsibilities* are listed in this Participant Handbook.

- When it comes to staying active in your treatment, remember that you have the right to have any treatment explained to you: this is called *informed consent*.
- It's important to understand how different services can work together to support your behavioral health needs and help meet the *treatment plan* your provider has worked with you to create.

Optum's Participant Services number is dedicated to your needs. You can dial: 1-800-888-1965 and press Option 1 for questions about services that are available to you, finding a provider, and other information to help you in accessing the care you need.

What if I want to call Optum Maryland and I am deaf or hard of hearing or I have a hard time speaking?

You can call **7-1-1** and a trained person will help you. Ask the operator to call Optum Maryland Participant Services on 1-800-888-1965.

If you need a telecommunications device (TTY), go to <https://doit.maryland.gov/mdrelay/Pages/Equipment.aspx> or call 1-800-552-7724 or TTY: 410- 767-6960. In some cases, the TTY device might be available at little or no cost to you.

Interpreter Services during Visits with Your Provider

What if I need interpreter services when I visit my provider?

We know that it can be hard to talk with your provider if your first language is not English or you are hard of hearing. You can ask us for an interpreter. Interpreters are free and available in all languages, including sign language. An interpreter can help you over the phone or be with you at your mental health or SUD visits. The interpreter will help you understand what your provider tells you. Also, we might have providers who speak or sign your language. You can ask to get services from them.

For information about interpreters or providers who speak or sign your language, please contact your local authority (Core Service Agency, Local Addiction Authority or Local Behavioral Health Authority). See [page 23](#).

Notice of Non-Discrimination and Accessibility

Optum complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Optum does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Optum:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at 1-800-888-1965.

If you believe that Optum has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Complaints Coordinator at:

Optum Civil Rights Coordinator
11000 Optum Circle
Eden Prairie, MN 55344
Fax: 855-351-5495
Email: Optum_Civil_Rights@Optum.com

You can file a grievance by mail, fax or email. If you need help in filing grievance, our Complaints and Grievance Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Complaints, Grievances, and Appeals

Complaints

If you are unhappy with Optum or your provider, you may tell us about it. If your concern is about anything other than a denial, you may file it as a complaint. Examples of complaints are dissatisfaction about the quality of care, services given to you, rudeness of a provider or a provider not respecting your rights.

You, your legally authorized representative or your provider (with your permission) can file a complaint.

There is no deadline for filing a complaint. You may file a complaint at any time. If your complaint is about your provider, you may discuss the situation with him/her to resolve it. If you do not feel comfortable talking to your provider about your complaint, you may tell Optum.

You may file a complaint verbally or in writing. You may file your complaint in any of the following ways:

- Call the Optum Complaints Coordinator weekdays from 8 a.m. to 6 p.m. at 1- 800-888-1965, or TTY 7-1-1
- Mail your written complaint to Optum at:
Optum Maryland – Complaints
10175 Little Patuxent Parkway
Columbia, MD 21045
- Email your complaint to: optummd@optum.com
- If you need help filing your complaint, call Optum at 1-800-888-1965, weekdays between 8:00 a.m. and 6:00 p.m.

Optum will send you a letter within five days of receiving your complaint to let you know that we received it.

Optum will investigate your complaint and send you a resolution letter within 30 calendar days after you file your complaint.

Sometimes Optum is not able to give the details about complaint outcomes to Participants. If Optum is not able to give you these details, we will tell you in the first letter we send you. If you are not satisfied with the resolution of your complaint, you may request a resolution review. Instructions for this will be included in the resolution letter.

When will I get a decision on my grievance?

You will get a decision within 45 calendar days after you file your grievance. Sometimes more time might be needed to make a decision. If more time is needed, your provider or Optum will

let you know about this in writing. Once a decision is made, your provider or Optum will either talk to you about the decision on your grievance or send you a letter.

Grievance and Appeals

In the public behavioral health system you have the right to file a grievance if you disagree with a decision by Optum Maryland to not authorize services requested by a provider. This section provides answers to general questions about filing grievances and appeals. We encourage you to discuss specific questions with your provider or contact Optum Maryland, your core service agency, local addictions authority, or local behavioral health authority.

Definitions and Service Authorization

Clinical care managers (CCM) are behavioral health professionals employed by Optum Maryland. CCMs review and authorize services based on the information received. They may ask your provider for more information. The CCM will authorize services if the information provided supports medical necessity. If not, the CCM may suggest a different level of care and work with your provider to find other services. If the CCM is unable to authorize services, he or she will refer your case to an Optum Maryland psychiatrist. If the psychiatrist denies services, you will receive a letter from Optum Maryland. The letter explains the reason services were denied and how to file a grievance and/or an appeal.

Denial – A denial is a decision by Optum Maryland to not authorize services requested by a provider.

- Our psychiatrist will deny services if he or she reviews your medical information and finds that the level of services requested is not medically necessary. Only psychiatrists may deny services based on medical necessity.
- If you receive a denial, Optum Maryland will work with you, the provider, core service agency, local addiction authority, or local behavioral health authority to find services that are available and appropriate.

Grievance – A grievance is a process available to participants to request a formal review of a decision by Optum Maryland to deny services.

- Optum Maryland provides one level of grievance following the initial decision to deny services. You may file a grievance when you disagree with a decision to deny services.
- If the first grievance ends with the service denied, you may request a second grievance by contacting the Behavioral Health Administration.

Appeal – An appeal is a formal process available to Medicaid participants. If you are a Medicaid participant, you may appeal the Office of Administrative Hearings.

Office of Administrative Hearings

The Office of Administrative Hearings is an independent state agency that resolves appeals through a formal and impartial hearing conducted by an administrative law judge.

How to File a Grievance

Participants, providers, and advocates submit grievance requests to Optum Maryland by telephone, fax, email, or postal mail. Most grievances are filed by providers on your behalf because they may be more familiar with the policies and procedures in the public behavioral health system. If you decide to file a grievance, you may request assistance at any time from your provider or advocate of your choice. If you disagree with the decision, you may take either or both of the steps below:

1. File a Level I Grievance with Optum Maryland

- You have 10 days after a service is denied to request a Level I grievance
- A psychiatrist will review the information, talk with your provider, and make a decision
 - If you are in the hospital or other higher level of care, the decision will be made within 24 hours or by the end of the next business day
 - Otherwise the decision will be made within five calendar days
 - The Optum psychiatrist may recommend other community support services for you
 - Optum Maryland will mail you and your provider a letter with the decision from the Level I grievance within two business days of when the decision is made.
- If the Level I grievance decision is to deny services (or approve only part of the services) the letter will inform you of your right to file a grievance at the next level.
- Where to file Level I Grievance

Optum Maryland | Phone: 1-800-888-1965
Email: optummd@optum.com
Mail: Optum Maryland Grievance Department
10175 Little Patuxent Parkway
Columbia, MD 21044

2. File a Level II Grievance

- Level II grievances must be sent to the Behavioral Health Administration (BHA) within 10 business days after the Level I denial.
- BHA usually completes reviews within 30 calendar days
- BHA notifies you, your provider, and Optum Maryland in writing once a decision has been reached.
- The Level II decision is final for uninsured participants.
- BHA will notify Medicaid recipients of their right to a Medicaid Fair Hearing at the Office of Administrative Hearings.
- Where to file Level II Grievance:

Behavioral Health Administration | Phone: 410-402-8300
TTY/MD Relay: 7-1-1 or 1-800-735-2258
Mail: Behavioral Health Administration
Attention: Grievances and Appeals
Spring Grove Hospital Center Dix Building
55 Wade Avenue
Catonsville, MD 21228

3. File a Medicaid Fair Hearing Appeal with the Office of Health Services

- This request must be submitted in writing within 90 days after a decision to deny services
- Your expenses in connection with the hearing (such as transportation and babysitting costs) will be paid by the Maryland Department of Health.

- Attorney fees are not paid for you.
- You may call witnesses and present evidence to support your appeal.
- All decisions are FINAL.
- Where to file a Medicaid Fair Hearing

Mail to:
Maryland Department of Health
Office of Health Services
Attention: Appeals Coordinator
201 W. Preston St., Office 127
Baltimore, MD 21201

Crisis Services

Medical Emergency

In the event of a medical emergency, call 9-1-1.

Behavioral Health Crisis services are available across Maryland.

Mobile Crisis Teams consist of mental health professionals dispatched to community locations to provide immediate assessment, intervention and treatment to people experiencing a psychiatric emergency. The teams provide services where the person is located such as home, work place, hospital emergency department, and others. Teams work in partnership with other community resources such as the police, crisis intervention agencies, shelters and others.

Other available services include:

- Crisis Walk in Centers
- Safe Stations
- Crisis beds (Mental health and substance use)
- Peer Recovery Support Care Coordination

To access crisis services in Maryland contact the Maryland Crisis Hotline 2-1-1

If you or someone you know is in crisis, call 2-1-1 and press 1, or text your ZIP code to 898-211 (TXT-211).

Maryland's Helpline is available 24 hours/7 days a week to callers in need of crisis intervention, risk assessment for suicide, homicide or overdose prevention, support, guidance, and information or linkage to community behavioral health providers. Maryland's Helpline also provides assistance to access resources such as naloxone education, recovery support, veteran's services and family services as available/appropriate for the individual.

Additional Resources:

National Suicide Prevention Lifeline

Telephone crisis counseling and referral to local resources. Call toll-free: 1-800-273-8255

<https://suicidepreventionlifeline.org/>

Hours: 24 hours a day, seven days a week Area served: Nationwide

Trevor Project Suicide Prevention Hotline

Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, queer, and questioning youth under 25 years of age.

Call toll-free: 1-866-488-7386 <https://www.thetrevorproject.org/> Hours: 24 hours, seven days a week Area served: Nationwide

Mental Illness and Substance Use Disorders

Mental Illness

Mental illnesses are health conditions that disrupt a person's thinking, feeling, mood, ability to relate to others, and daily functioning. They can interfere with coping with the normal demands of life. The experience of mental illness is different for each person. People cannot overcome mental illness through "willpower." Mental illness is not caused by moral failure or low intelligence. The good news is that people can recover.

Substance Use Disorders

Substance use disorders are any emotional, work, school, family, or relationship problems that are associated with the misuse of, or dependence on, alcohol, legal drugs, illegal drugs, and/or prescription drugs. If a person can't stop drinking alcohol or taking a drug even if he or she wants to, it's called addiction. Addiction is not a weakness. It is a disease, just like heart disease. When people start drinking or taking drugs, they don't plan to get addicted. However, heavy drinking and drugs change the brain. These changes can last a long time and cause mood swings, memory loss, and trouble in making good choices. The experience of addiction is different for each person. People with mental illness are more likely to have problems with drugs and alcohol. Although people of all ages are susceptible to addiction, it usually starts when a person is young. The good news is that people can recover.

What to do if You Suspect You or a Family Member has a Mental Health Condition or Substance Use Disorder

You can talk to your primary care doctor or health care provider, or call Optum Maryland directly. Ask for a referral to a mental health or addiction professional. Learn as much as you can about your condition and treatment options. Insist on being involved in decisions affecting you or your family member. Finding the right treatment takes time. Be patient. Never give up hope.

Early Identification and Treatment

Early identification and treatment is vital. Treatment can involve talk therapy, medicine, or self-help groups. Treatment helps people build coping skills and problem-solving skills. The best treatment is holistic and addresses all parts of a person's life.

Protective Factors

Prevention focuses on protective factors and known risk factors. Protective factors can reduce the risk of having mental health or substance-related problems. Promoting the social/emotional well-being of children, youth, families, and communities can help build protective factors

Overview of Maryland's Public Behavioral Health System (PBHS)

Maryland Department of Health

Maryland Department of Health (MDH) oversees the public health care delivery system in Maryland. MDH has our major divisions - Public Health Services, Behavioral Health, Developmental Disabilities, and Health Care Financing. Two divisions, Behavioral Health (Behavioral Health Administration – BHA) and Health Care Financing (Medicaid Office of Health Services) assist in the implementation of the PHBS. The BHA promotes recovery, resiliency, health, and wellness for individuals who have or are at risk for emotional, substance use, addictive and/or psychiatric disorders.

MDH contracts with Optum Maryland, the ASO, to manage the PBHS in collaboration with BHA, Medicaid and the local authorities or local systems managers, also known as core service agencies (CSA), local addictions authorities (LAA) and local behavioral health authorities (LBHA).

Behavioral Health Administration (BHA)

BHA is the agency within MDH that serves as the state behavioral health authority. BHA is responsible for the oversight of planning, managing, and monitoring mental health, substance use, and addiction disorder services throughout Maryland.

Medicaid Office of Health Services, Behavioral Health Unit

Maryland's Medical Assistance (Medicaid) funds medical and behavioral health services for people who have low incomes. Medicaid's Behavioral Health Unit's responsibilities include policy development and implementation, behavioral health providers' enrollment and management, and primary oversight of the ASO in collaboration with BHA.

Providers

Providers are important partners in the planning and delivery of high-quality services for people with behavioral health conditions.

Local Authorities/Local Systems Managers

Local authorities are responsible for planning, managing, and monitoring mental health and substance use disorder services in Baltimore city and Maryland's 23 counties. They provide information and referrals, authorize behavioral health and support services not paid by Medical Assistance, handle participant and provider complaints, and monitor contracts and providers. The local authorities include: core service agencies (CSA) for mental health services, local addiction authorities (LAA) for substance use disorder services, and local behavioral health authorities (LBHA) for mental health and substance use disorder services. To locate the CSA, LAA, or LBHA nearest you, please refer to [page 23](#).

Accessing Services

Meet Optum Maryland

We work with BHA, Medicaid Office of Health Services, core service agencies, local addictions authorities, local behavioral health authorities, and providers. Most importantly, we are here to help you get the right services when you need them.

Call Optum Maryland:

Toll-free: 1-800-888-1965 and select option 1

TTY: 7-1-1

Regular Hours of Operation: 8 a.m-6 p.m. Monday-Friday. Crisis calls answered 24/7

Optum Maryland

10175 Little Patuxent Parkway

Columbia, MD 21044

Website: maryland.optum.com

What Services Does Optum Maryland Provide?

- 24-hour access for crisis calls
- Coordination of care
- Education and training
- Ensuring that services requested meet medical necessity criteria
- Deaf and hard of hearing referrals
- Investigation of grievances, appeals, and complaints
- Information and referrals
- Help finding providers
- Measuring satisfaction with services
- Online access to benefit information
- Paying for eligible services
- Peer and family advocacy and support
- Pre-approving non-emergency care
- Program information in various languages

Who is Eligible to Receive Services?

Persons receiving Medicaid are eligible to receive full benefits and do not pay co-payments or deductibles. Uninsured services will be approved if you meet all of the following requirements:

- Require treatment for a behavioral health diagnosis covered by the Public Behavioral Health System
- Meet financial criteria
- Have a verifiable Social Security number
- Are a Maryland resident

- Meet citizenship and residency requirements
- Applied for Medicaid, Social Security Insurance, or Social Security Disability Insurance because you have an illness/ disability for a period of 12 months or more (or expect to have an illness/disability for a period of 12 months or more)

Exceptions to Eligibility Requirements

Uninsured services may be approved if you meet exceptions to certain requirements:

- Under the age of 19
- Pregnant
- Intravenous drug user
- Have HIV/AIDS
- Homeless within the state of Maryland
- Discharged from a Maryland- based psychiatric hospital within the last three months
- Discharged from a Maryland-based medically-monitored residential treatment facility within the last 30 days
- Released from prison, jail, or a Department of Corrections facility within the last three months
- Receiving services as required by an Order of Conditional Release
- Requesting services required by HG 8-507 order or referred by drug or probate court
- Currently receiving SSDI for behavioral health reasons
- Are a veteran

Other Insurance/Programs

Medicare: You may be approved if Medicare does not cover the services being requested, and you do not have other insurance to cover the services.

Commercial insurance: You may be approved if your behavioral health benefits have been exhausted. Contact the core service agency, local addictions authority, or local behavioral health authority if your circumstances are different than the ones listed above.

Working with Providers

How do I choose or change my behavioral health care provider?

- You can use the “*Find a Provider*” search tool on our website at maryland.optum.com then click on “*Find a Provider*” and follow the prompts.
- Call Optum Maryland Participant Services at 1-800-888-1965 TTY: 7-1-1 for help finding or changing a provider. Phone lines are open 8am – 6pm Monday to Friday.
- Call your local core service agency, local addictions authority, or local behavioral health authority. Please refer to [page 23](#).

Service Authorization

Here is how it works:

- Call a provider and make an appointment.
- Your provider can request authorization for services.
- Family members, primary care physicians, or members of the community can also call and request services for someone.
- We confirm that the request is based on your needs and goals and that you were involved in the decision. Services requested must meet medical necessity criteria.
- In most cases, we authorize services requested by a provider.
- If not, we will work with you and your provider to find a service that meets your needs.
- Our goal is not to deny service, but to work together to find the best fit for your care.

Call Optum Maryland:

Toll-Free: 1-800-888-1965

TTY: 7-1-1

Hours of Operation: 8 am - 6 pm Monday-Friday

Clinical staff are available for crisis calls 24 hours a day, seven days a week.

How many times can I change my behavioral health care provider?

You can change your behavioral health care provider at any time as often as you like though staying with one provider may be beneficial for your treatment. Call Optum Maryland Participant Services at 1-800-888-1965 or TTY 7-1-1 if you don't know which provider to use. We can help you pick one.

Is there a chance I may not get the provider I choose?

Yes. If the provider you want is not available, you will not be able to see that person. We can help you pick a different provider.

You must bring your Medicaid ID card when you receive any behavioral health care services. It is good to prepare for your visit with your provider. One way is to write down the changes you have experienced since the last appointment as well as any questions or concerns that you have.

Can I direct my own care?

You have the right to direct your own or your minor child's care. You also have the right to choose services and providers for yourself or your minor child. Call Optum Maryland Participant Services at 1-800-888-1965 or TTY 7-1-1 to learn more.

Connecting Your Physical and Behavioral Health Services

What is a Primary Care Provider?

A Primary Care Provider (PCP) is a health care practitioner that provides, coordinates, or helps you manage your physical health care and access a range of health care services. A PCP is mostly a doctor but can also be a nurse practitioner or a physician assistant.

Will my physical health care and behavioral health care be coordinated?

Yes. Optum Maryland will request that your providers coordinate your care. You should always tell your primary care provider about your behavioral health services and medications. You should also tell your behavioral health provider about any services you are getting from your primary care provider and about your medications. You do not need a referral from your primary care provider to receive behavioral health care services.

Health Homes

What Are Health Homes?

Health Homes is a program for Medicaid-enrolled individuals with chronic health conditions, which connects and coordinates your physical and behavioral health services. The Health Homes program uses a “whole-person” approach to care, and is designed for patients with behavioral health diagnoses who are at high risk for additional chronic conditions.

Health Homes can help you with:

- Scheduling appointments
- Referrals to specialists
- Quitting smoking
- Accessing benefits
- Weight maintenance
- Support service connection
- Diabetes control
- Transitional care needs

Benefits of Health Home Services

- You and your provider will create your treatment plan. Your Health Home provider will help you set goals, find support, and address challenges in your physical and behavioral health needs, and offer you a personal approach to achieve your wellness goals.
- One location will coordinate most of your services and support, and your Health Home provider will help to get you the care you need.

- Health Homes help you make appointments and connect you to your primary care and specialty providers.
- Staying healthy can be challenging. Your Health Home provider will give you the knowledge and guidance to improve your overall wellness. Health Homes offer information, training, and support specific to your unique needs to address your chronic health challenges.
- Health Homes will ensure your needs are met, especially when your healthcare needs change. For example, if you receive treatment in a hospital or other inpatient facility, or if you need to move to a different level of care, your Health Home provider will keep in contact with you and your other providers.
- Your Health Home provider will work with you and your caregivers to find pharmacy, counseling, and other services, and will help you to live up to your full potential in your community.
- Your Health Home provider can connect you to a wide range of public programs and support groups in your community, as well as helping you find services to promote your health and wellbeing.

Health Homes provide the following six core services:

- Comprehensive Care Management
- Care Coordination
- Health Promotion
- Comprehensive Transitional Care
- Individual and Family Support
- Referral to Community and Social Support

Participant Eligibility

The Health Home program is open to Medicaid enrolled individuals who:

- Have a diagnosis of a serious persistent mental illness (SPMI) and are currently receiving psychiatric rehabilitation program (PRP) services or mobile treatment (MT) services
- Is a child with a diagnosis of serious emotional disturbance and who is currently receiving PRP or MT services
- Have a diagnosis of an opioid substance use disorder and who are determined to be at risk for a second chronic condition due to the following risk factors:
 - Current alcohol, tobacco, or other non-opioid substance use
 - History of alcohol, tobacco, or other non-opioid substance dependence

Participants must be enrolled to receive the appropriate psychiatric rehabilitation program (PRP), mobile treatment, or opioid treatment program (OTP) services from a Health Home provider in order to qualify for Health Home services.

Participants receiving the following services are excluded from Health Home eligibility;

- Services via 1915(i) SPA
- Targeted mental health case management

To learn more about the Health Homes program, please call 800-888-1965 or visit <https://mmcp.health.maryland.gov/Pages/Health-Homes.aspx>

Key Public Mental Health Services

For detailed descriptions call Optum Maryland: 1-800-888-1965; TTY: 7-1-1

Services	Description	People Served
Applied Behavioral Analysis (ABA) autism services	ABA therapy includes behavioral techniques and parent training to increase pro-social behaviors such as communication, play, and age- appropriate skills. As a result, behaviors that are harmful to self or others are reduced.	Individuals under 21 years of age who are residing in the community and diagnosed with autism spectrum disorder

Case Management	Connects you to community services and resources	Children, youth, adults
Community Support	Helps you put new skills into practice so you can participate in your community	Children, youth, adults
Early Childhood Mental Health Services	Therapeutic preschool programs or infant and toddler programs through the school system; Behavioral health consultation is available for day care providers.	Children
Emergency Crisis Services	24-hour-a-day services for emergencies (for example, hospital emergency room, and mobile crisis team).	Children, youth, adults
Intensive Behavioral Health Services for Children, Youth, and Families)	Intensive, wraparound services that provide an array of diagnostic and therapeutic mental health services that includes care coordination with an individualized plan of care.	Children and youth under the age of 18 at the time of enrollment for the service
Inpatient Psychiatric Services	Treatment is provided in hospitals.	Children, youth, adults
Mental Health Vocational Programs (Supported Employment)	Helps you prepare for work, find and keep a job, and make job decisions	Youth, adults
Mobile Crisis Services	Mental health teams go to community locations where a person is in crisis. They provide services that help the	Children, youth, adults
Outpatient Mental Health Centers	Community clinics or group practices with mental health professionals providing outpatient treatment.	Children, youth, adults
Psychiatric Rehabilitation Program	Services to improve or restore skills needed to live, work, learn, and participate in the community.	Adults

Psychiatric Rehabilitation Program for Minors	A range of services that reduce behavioral problems while promoting strength-based, age-appropriate social skills and integration of the child into the community.	Children, youth
	Person reduce uncomfortable symptoms and get back to feeling safe.	
Residential Crisis Services	Short-term, intensive mental health services and support to prevent unnecessary psychiatric inpatient admissions.	Children, youth, adults
Residential Treatment Centers	Campus-based intensive treatment setting; Children may be admitted when services available in the community cannot meet their needs.	Children, youth
Residential Rehabilitation Programs	Individuals live in a supportive environment that enables them to develop daily skills for independent living.	Transition-age youth
Respite Services	A person with behavioral health needs stays briefly away from home with specially- trained individuals, or someone comes into the home to give the caregivers a break and provide the person with behavioral health needs with enhanced support.	Children, youth, adults
Therapeutic Group Home or Community Residence	Therapeutic programs that usually have 6 to 10 children or youth per home, and may be linked with a day treatment program or specialized educational program.	Youth
Transition-age Youth Services	Services such as supported employment or supported education assist youth and young adults with behavioral health needs to gain independence and transition to adulthood.	Youth

Key Public Substance Use Disorder Services

For detailed descriptions call Optum Maryland: 1-800-888-1965; TTY: 7-1-1

Services	Description	People Served
Ambulatory Withdrawal Management	Medically-managed withdrawal services delivered in an outpatient setting	Youth, adults
Assessment	All treatments start with a good assessment of your needs. Your local health department or community-based substance use disorder provider can provide assessments and referrals for substance use treatment services.	Youth, adults
Early Intervention	Services for individuals who are at risk for developing a substance use disorder	Youth, adults
Gambling Treatment Services	Assessment and individual and group counseling to individuals with a gambling disorder and loved ones of those with a gambling disorder. These are now available at no cost.	Adults
Inpatient	Treatment is provided in hospitals	Youth, adults
Intensive Outpatient	Group and individual counseling services at least 9 hours a week	Youth, adults
Medically Managed Withdrawal Inpatient	Withdrawal management in a hospital	Youth, adults
Opioid Medication Assisted Treatment (MAT)	The use of medications in combination with counseling and behavioral therapies for the treatment of opioid use disorders	Adults
Outpatient	Group and individual counseling services less than 9 hours a week	Youth, adults
Partial Hospitalization	Intensive, non-residential treatment for more than 20 hours per week consisting of outpatient group, individual, and family therapy.	Youth, adults
Residential Treatment	Campus based intensive treatment. Programs provide low-, medium-, and high- intensity services including withdrawal management.	Youth, adults

Core Service Agencies, Local Addiction Authorities, and Local Behavioral Health Authorities

Core Service Agencies

Core service agencies are responsible for planning, managing, and monitoring mental health services at the county level. They provide information, referrals, authorize mental health and support services not paid by Medicaid, handle participant and provider complaints, and monitor contracts and providers.

Local Addictions Authorities and Local Behavioral Health Authorities

Local addictions authorities are responsible for planning, managing, and monitoring substance use disorder services at the county level. Local behavioral health authorities are responsible for planning, managing, and monitoring mental health and substance use disorder services in Baltimore city and at the county level.

Allegany County

Local Behavioral Health Authority:
Allegany County Behavioral Health System
P.O. Box 1745
Cumberland, MD 21501
301-759-5070 Fax: 301-777-5621

Anne Arundel County

Core Service Agency:
Anne Arundel County Mental Health Agency
P.O. Box 6675
1 Harry S. Truman Parkway, 101
Annapolis, MD 21401
410-222-7858 Fax: 410-222-7881

Local Addictions Authority:
Anne Arundel County Health Department
Behavioral Health
3 Harry S. Truman Parkway HD24
Annapolis, MD 21401
410-222-7164 Fax: 410-222-7348

Baltimore City

Local Behavioral Health Authority:
Behavioral Health System Baltimore, Inc.
100 S. Charles Street, Tower II,
Floor 8
Baltimore, MD 21201
410-637-1900 Fax: 410-637-1911

Baltimore County

Local Behavioral Health Authority:
Baltimore County Department of Health,
Bureau of Behavioral Health
6401 York Road, Third Floor
Baltimore, MD 21212
410-887-3828 Fax: 410-887-3786

Calvert County

Local Behavioral Health Authority:

Calvert County Health Department
P.O. Box 980
Prince Frederick, MD 20678
410-535-5400 Fax: 410-414-8092

Caroline County

Core Service Agency:

Mid Shore Behavioral Health, Inc. 28578
Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addictions Authority:

Caroline County Behavioral Health Program
403 South 7th Street
Denton, MD 21629
410-479-1882 Fax: 410-479-4918

Carroll County

Local Behavioral Health Authority:

Carroll County Local Behavioral
Health Authority
290 South Center Street
Westminster, MD 21157
410-876-4449 Fax: 410-876-4832

Cecil County

Core Service Agency:

Cecil County Core Service Agency
401 Bow Street
Elkton, MD 21921
410-996-5112 Fax: 410-996-5134

Local Addictions Authority:

Cecil County Health Department
401 Bow Street
Elkton, MD 21921
410-996-5106 ext. 299 Fax: 410-996-5707

Charles County

Local Behavioral Health Authority:

Charles County Local Behavioral
Health Authority
4545 Crain Highway
P.O. Box 1050
White Plains, MD 20695
301-609-5757 Fax: 301-609-5749

Dorchester County

Core Service Agency:

Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addiction Authority:

Dorchester County Addictions Program 524
Race Street, 1st Floor
Cambridge, MD 21613
410-228-7714 Fax: 410-228-8049

Frederick County

Local Behavioral Health Authority:

Frederick County Health Department,
Behavioral Health Services
350 Montevue Lane
Frederick, MD 21702
301-600-1755 Fax: 301-600-3214

Garrett County

Local Behavioral Health Authority:

Garrett County Behavioral Health Authority
1025 Memorial Drive
Oakland, MD 21550
301-334-7440 Fax: 301-334-7441

Harford County

Core Service Agency:

Office on Mental Health of Harford County
2231 Conowingo Rd, Suite A
Bel Air, MD 21015
410-803-8726 Fax: 410-803-8732

Local Addictions Authority:

Harford County Health Department
120 Hays St.
Bel Air, MD 21014
410-877-2338 Fax: 410-638-4954

Howard County

Local Behavioral Health Authority:

Howard County Health Department
8930 Stanford Road
Columbia, MD 21046
410-313-7316 Fax: 410-313-6212

Kent County

Core Service Agency:

Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addictions Authority:

Kent County Health Department
300 Scheeler Road
P.O. Box 229
Chestertown, MD 21620
410-778-6404 x3284 Fax: 410-778-7002

Montgomery County

Local Behavioral Health Authority:

Department of Health & Human Services
401 Hungerford Drive, 1st floor
Rockville, MD 20850
240-777-3360 Fax: 240-777-1145

Prince George's County

Local Behavioral Health Authority:

Prince George's County Health Department
Dyer Regional Health Center
9314 Piscataway Road
Clinton, MD 20735
301-856-9500 Fax: 301-856-9558

Queen Anne's County

Core Service Agency:

Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addictions Authority:

Queen Anne's County Health Department
206 North Commerce Street
Centreville, MD 21617
410-758-1306 x4534 Fax: 410-758-2133

Somerset County

Local Behavioral Health Authority:

Somerset County Health Department
8929 Sign Post Road, Suite 2
Westover, MD 21871
443-523-1700 Fax: 410-651-3189

St. Mary's County

Local Behavioral Health Authority:

St. Mary's County Health Department
21580 Peabody Street
P.O. Box 316
Leonardtown, MD 20650
301-475-4330 Fax: 301-363-0312

Talbot County

Core Service Agency:

Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601
410-770-4801 Fax: 410-770-4809

Local Addictions Authority:

Talbot County Health Department
100 South Hanson Street
Easton, MD 21601
410-819-5600 Fax: 410-819-5691

Washington County

Core Service Agency:

Washington County Mental Health Authority
339 East Antietam Street, Suite 5
Hagerstown, MD 21740
301-739-2490 Fax: 301-739-2250

Local Addictions Authority:

Washington County Health Department
925 North Burhans Boulevard
Hagerstown, MD 21742
240-313-3310 Fax: 240-313-3239

Wicomico County

Local Behavioral Health Authority:

Wicomico Behavioral Health Authority
108 East Main Street
Salisbury, MD 21801
410-543-6981 Fax: 410-219-2876

Worcester County

Local Behavioral Health Authority:

Worcester County Local
Behavioral Health Authority
6040 Public Landing, P.O. Box 249
Snow Hill, MD 21863
410-632-3366 Fax: 410-632-0065

Visit marylandbehavioralhealth.org to view any changes to the information listed for CSAs, LAAs, and LBHA.

Maryland Medical Assistance Programs

Medical Assistance (Medicaid) funds medical services for people who have a low income. You must meet eligibility criteria for Maryland Medical Assistance Programs.

How to Apply for Medical Assistance

You may apply for Medical Assistance on the Maryland Health Connection website. www.marylandhealthconnection.gov/

To apply by telephone, call Maryland Health Benefits Exchange Consolidated Service Center: 1-855-642-8572 or TTY 1-855-642-8573

To apply in person, visit your Local Health Department or Department of Social Services. Visit the websites below to locate the agencies nearest you.

Local Health Departments

www.health.maryland.gov/Pages/departments.ASPX

Local Departments of Social Services

www.dhs.Maryland.gov/local-offices

Employed Individuals with Disabilities

Employed Individuals with Disabilities program lets you return to work and keep your health benefits for a small fee.

Call Toll-free: 1-866-373-9651

TTY: 1-866-373-9652

www.mdod.maryland.gov/employment/pages/eid-program.aspx

HealthChoice

Maryland's statewide managed care program that provides health care to most people with Medicaid.

Call toll-free: 1-855-642-8572

TTY: 1-855-642-8573

www.marylandhealthconnection.gov/

Maryland Children's Health Plan

Provides health coverage to children up to age 19 and pregnant women of any age. Call toll-free: 1-855-642-8572

TTY: 1-855-642-8573

www.mmcp.health.maryland.gov/chp

Traumatic Brain Injury Program

Maryland's home- and community-based service waiver for adults with traumatic brain injury. For more information, contact the Behavioral Health Administration.

Call: 1-800-221-6443 or 410.448.2924

<https://bha.health.maryland.gov/pages/Traumatic-Brain-Injury.aspx>

Confidentiality

Protecting your privacy is important to us. Contact Optum Maryland if you have questions or concerns about how your protected information is shared. We only share your protected health information in the following situations:

- With providers to help you get the right care.
- Insurance companies or public agencies to pay for your care.
- When required by local, state, federal laws, or court orders.
- When requested/required by a public health authority to monitor diseases or injuries.
- To avoid a serious threat to health or safety, we will share with law enforcement or others who might prevent or reduce the threat of harm.
- To explore how participants use services so we can provide better care.

Your Rights

- Ask questions about treatments including benefits and potential risks.
- Be treated with dignity and respect.
- Choose your provider.
- Receive care in a safe place.
- Be protected from verbal, physical, emotional, and sexual abuse and neglect.
- Manage your own life.
- Live a meaningful life in the community.
- Know about the many pathways to recovery.
- Share in decisions about your treatment.
- Receive care that promotes wellness and recovery.
- Voice complaints and be given help to file a complaint, grievance, or appeal.
- Refuse treatments or medication unless ordered by the courts, or when there is an emergency, or if you are admitted to the hospital involuntarily and medication is approved by a clinical review board.

- Refuse to participate in research.

Your Responsibilities

- Believe that you can change and recover.
- Take personal responsibility for your recovery and creating the life you want.
- Ask for support if you need it. Accept help from people you trust.
- Participate in treatments of your choice and tell people what helps and what hurts.
- Be honest about what is going on in your life.
- Schedule regular health checkups with your primary care doctor.

Peer Support Services

What is Peer Support?

Peer refers to people who belong to the same group. Groups may be based on age, social group, gender, race, health condition, sexual orientation, etc. Peers in behavioral health are persons with mental health or substance use problems who are in recovery. Peer support offers a level of understanding and support not found in other relationships. The foundation of peer support is the relationship between the supporter and the person receiving support. Peer support is voluntary. It is up to the person receiving support to decide whom they relate to as peers. Peer support is mutual. Both people are helped by the relationship.

Does Peer Support Aid Recovery?

Peer support includes a range of activities and interactions. Peer support and peer services help to advance recovery in the community by:

- Increasing hope.
- Increasing self-advocacy and independence.
- Reducing symptoms and substance use.
- Increasing use of outpatient services.
- Improving a sense of belonging to community.
- Increasing awareness of early warning signs.
- Increasing ability to cope with stress.
- Improving communication with providers.

- Reducing hospitalizations and length of stays.

Peer Recovery Specialists (PRS)

Peer Recovery Specialists (PRS) are persons who have walked the path of recovery from a mental illness, substance use disorder, or both. They share their recovery stories to inspire hope and provide support to others on their journey of recovery. PRS model self-care and the effective use of recovery skills. Family peers bring valuable knowledge and experience gained from parenting and supporting family members with a mental illness, substance use disorder, or both. Family peers provide support to other families and caregivers. PRS can be paid staff or volunteers. PRS work in many settings, including peer-run programs, recovery community organizations, treatment programs, health departments, jails, hospitals, advocacy organizations, and more.

What Does a Peer Recovery Specialist Do?

Peer Recovery Specialists provide non-clinical recovery support services. Through shared understanding, respect, and mutual empowerment, they provide support to peers through all stages of the recovery process. Peer recovery support services include:

- Assisting with focusing on a life in recovery versus diagnoses.
- Assisting with learning and practicing self-advocacy skills.
- Advocating for a person.
- Assisting with expressing personal choices and goals.
- Assisting with learning and practicing problem solving skills.
- Assisting with learning and practicing effective coping skills.
- Assisting with learning empowerment skills and confidence.
- Assisting with learning how to combat stigma.
- Assisting with learning and practicing effective communication and social skills.
- Assisting with working with a provider or treatment team to achieve goals.
- Assisting with linking to follow up appointments after discharge from a hospital or inpatient treatment.
- Assisting with connecting to natural supports outside of treatment.
- Assisting with locating and joining self-help groups and recovery communities.

- Assisting with developing wellness plans such as WRAP®
- Participating in treatment meetings and collaborating with clinicians.
- Modeling self-care and effective use of recovery skills.
- Providing telephone and community outreach support.
- Providing 1:1 emotional support.
- Sharing personal recovery stories.
- Supporting job choices and linking to job support agencies such as the Division of Rehabilitation Services.
- Providing education and training.
- Supporting peers during a crisis.

Certified Peer Recovery Specialists (CPRS)

Many states, including Maryland, offer a state certification for peers interested in getting a Certified Peer Recovery Specialist (CPRS) credential. A CPRS must have a significant level of personal recovery, complete required trainings, have a minimum number of hours of experience (work/volunteer), peer supervision, and pass an examination.

The Maryland Addiction and Behavioral-health Professional Certification Board (MABPCB) oversees the CPRS credentialing process. The board implements standards, testing, and training for peer recovery specialists and their supervisors. If you want to learn how to become a CPRS, contact:

Maryland Addiction and Behavioral-health Certification Board

10807 Falls Rd. # 1376
Brooklandville, MD 21022

Phone: toll-free: 1-866-537-5340 Email: admin@mapcb.com www.mapcb.wordpress.com

Wellness Recovery Action Plans® (WRAP®)

WRAP® is a personal prevention and wellness tool that anyone can use to get well, stay well, and make their life the way they want. You create a WRAP® when you are feeling well and able to make good decisions about your life.

Creating a WRAP® is voluntary. WRAP® is based on five recovery concepts:

- Hope
- Personal responsibility
- Education
- Self-advocacy
- Support

A WRAP® can guide you through a process of:

- Discovering simple, safe, and affordable wellness tools
- Developing a list of things to do every day to stay as well as possible
- Discovering things that may upset you and what you can do if these things happen
- Signs that you are not feeling well and things you can do to feel better
- Signs that things are getting worse and what you do to feel better
- Developing a crisis plan
- Developing a post-crisis plan

WRAP® classes are taught by WRAP® facilitators who completed training approved by the Copeland Center.

To learn about WRAP® classes in your area contact:

On Our Own of Maryland, Inc.

Phone: 410-540-9020 or toll-free: 1-800-704-0262 www.onourownmd.org

Education and Recovery

Recovery-oriented Care

Recovery-oriented approaches to care center around the person, not the illness. The message is hopeful. Recovery is possible even though symptoms reoccur. Recovery is not the same as cure. Services focus on education, self-responsibility, choice, and relationships. Services are culturally based and trauma-informed. Key information is shared so everyone can make better decisions. Peer support services are offered.

There are opportunities to learn from mistakes and practice new skills that build resiliency, and support a life in recovery.

What is Recovery?

Recovery has different meanings depending on the person. The Substance Abuse and Mental Health Services Administration (SAMHSA) defines recovery as a process in which people are able to live, work, learn, and participate fully in their communities.

Symptom reduction is just the beginning. SAMHSA identified four major factors that support a life in recovery and 10 guiding principles of recovery.

Four Factors that Support a Life in Recovery

- Health
- Home
- Purpose
- Community

Ten Guiding Principles of Recovery

- Recovery emerges from hope.
- Recovery is person-driven.
- Recovery occurs via many pathways.
- Recovery is holistic.
- Recovery is supported by peers and allies.
- Recovery is supported through relationship and social networks.
- Recovery is culturally-based and influenced.
- Recovery is supported by addressing trauma.
- Recovery is based on respect.
- Recovery involves individual, family, and community strengths and responsibility.

Health and Wellness

Wellness is an active process. It includes becoming aware of and making choices toward a healthy and meaningful life. Wellness is not merely the absence of illness or disease. It is the pursuit of well-being in all areas of life, and an important part of recovery. SAMHSA lists eight dimensions of wellness that relate directly to a person's quality of life. Taking steps that improve wellness in one or all areas will help with your recovery and create a better life.

Eight Dimensions of Wellness

Emotional Wellness

Able to be open and talk about feelings without judgement, coping well with stress, adapting well to change, and creating satisfying relationships.

Environmental Wellness

Able to be and feel safe where you live, and work, living in clean, pleasant, environments that support well-being, access to food, clean water, and transportation.

Financial Wellness

Able to have enough money to meet daily needs and resources to do things you enjoy, an understanding about managing personal finances.

Intellectual Wellness

Lifelong learning, knowing and using creative abilities, finding ways to expand knowledge and skills.

Social Wellness

Healthy relationships with friends, family, and community, and having an interest in and concern for the needs of others.

Physical Wellness

Good physical health habits, drinking enough water, exercise, getting enough sleep, taking time to relax, safely using prescription medications, avoiding harmful substances (tobacco, illegal drugs), and visiting a health care provider for regular check-ups.

Spiritual Wellness

Living life with meaning and purpose, sense of balance and peace, awareness and practicing personal principles and beliefs.

Occupational Wellness

Participating in activities that provide meaning and purpose, including work or volunteering.

Creating Wellness Goals

Setting goals help you get what you want in life. Goals should be S.M.A.R.T: **S**pecific, **M**easurable, **A**chievable, **R**elevant (matter to you), and **T**ime-based. Are there areas in your life you want to change? If yes, write a goal. State what you want to achieve: *find a job by September, in bed by 10 p.m., join a book club in March, and take medications every day.*

Emotional Wellness

How do you express your feelings? How do you handle stress? How do you cope with difficult emotions such as fear or anger? Do you have satisfying relationships? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Environmental Wellness

How satisfied are you with your living situation? Do you feel safe? Do you have access to transportation? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Occupational Wellness

Do you volunteer or have a job? Do you enjoy what you do? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Intellectual Wellness

Do you take part in creative activities? Are there things you want to learn? Do you enjoy reading? Would you like to go back to school? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Financial Wellness

Do you have enough money and resources to take care of daily needs and do things you enjoy? How well do you manage money? Do you need help making a budget? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Physical Wellness

How active are you? How much sleep do you get? How much fruit and vegetables do you eat? How much water do you drink? Do you see a healthcare provider for regular checkups? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Spiritual Wellness

Do you find meaning and purpose in your life? Is religion or spirituality important to you? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Social Wellness

How healthy are your relationships? How much time do you spend with people who support you? How involved are you in the community? How much time do you spend outside of the mental health system doing things you enjoy? Do you have friends? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Mental Health Treatment and Symptoms

How much do symptoms from a mental illness interfere with your life? How do you cope with depression, anxiety, voices or problems sleeping? How much are your medications helping you? Are you being bothered by side effects? Would you like to work with a peer recovery specialist? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Drug and Alcohol Use

Is your use of drugs or alcohol causing you problems in any way? Are you interested in cutting back or getting help to stop using? Do you know about different pathways to recovery? Do you have a recovery plan? Would you like to work with a peer recovery specialist? Is there anything you want to change?

Is this something you want to work on right now? Yes No Maybe Later

If yes, write a GOAL

Who can help you?

Source: Adapted from SAMHSA Eight Dimensions of Wellness and Getting in the Driver's Seat of Your Treatment: Preparing for Your Plan. J. Tondora, R. Miller, K. Guy, S. Lanteri, Yale Program for Recovery and Community Health 2009 (used with permission)

Strengths

Everyone has strengths that help them enjoy life, overcome difficulties, and thrive. Some strengths are personal qualities or abilities that make a person unique. What do you like most about yourself?

What are things you would not change about yourself?

What are you most proud of?

What has helped you overcome difficult situations in the past and today?

What helps you make better choices?

What motivates you to keep working on your recovery?

What helps you to cope well with difficult emotions?

Who can you depend on for support?

What activities do you enjoy in the community that are not part of treatment?

Peer Support and Resources

Recovery Community Centers

Recovery Community Centers are peer-operated and offer peer support and non-clinical recovery services and supports for adults.

Baltimore City

Dee's Place

1212 N. Wolfe St.
Baltimore, MD 21212-2130
Phone: 410-276-4035
www.hebcac.org

Beacon of Hope Recovery Community Center (at H.O.P.E)

2828 Loch Raven Road
Baltimore, MD 21218
Phone: 410-889-4673
www.hopebaltimore.com

Cecil County

Voices of Hope, Inc. (Recovery Community Organization)

224 E. Main St.
Elkton, MD 21921
Phone: 443-993-7055
www.voicesofhopececilm.org

Dorchester County

Dri-Dock Recovery and Wellness Center

206 Sunburst Highway (RT 50)
Cambridge, MD 21613
Phone: 410-228-3230
www.dri-dock.org

Frederick County

Core Recovery Center (at All Saints Episcopal Church)

106 W. Church St.
Frederick, MD 21701
Phone: 301-600-3289

Baltimore County

One Voice Northwest (at Prologue)

3 Milford Mill Road
Pikesville, MD 21208
Phone: 410-653-6190
www.prologueinc.org

One Voice Recovery Community Center (at On Our Own Dundalk)

6718 Holabird Ave.
Baltimore, MD 21222
Phone: 410-282-1701
www.onourownbaltimore.org

Calvert County

On Our Own of Calvert County, Inc.

24 Solomons Island Road S. Prince
Frederick, MD 20678
Phone: 410-535-7576

Core Recovery Center

300-A S. Seton Ave.
Emmitsburg, MD 21727
Phone: 301-600-3289

Core Recovery Center

300-B Scholls Lane
Frederick, MD 21701
Phone: 301-600-3289

Somerset County

Somerset County Recovery and Re-entry Center

11674 Somerset Ave.
Princess Anne, MD 21853
Phone: 410-621-5739
www.somersethealth.org

Wicomico County

Lower Shore Friends
207 Maryland Ave. Suite 5
Salisbury, MD 21801
Phone: 410-334-2173

Wellness and Recovery Centers

Wellness and Recovery Centers are peer-run programs that provide peer support and non-clinical recovery supports and services to adults and transitional age youth.

Allegany County

HOPE Station Wellness and Recovery Center (Office of Consumer Advocates Inc.)

632 N. Centre St.
Cumberland, MD 21502
Phone: 240-362-7168
www.ocamd.org

Anne Arundel County

On Our Own of Anne Arundel County, Inc.

132 Holiday Court, Suite 210
Annapolis, MD 21401
Phone: 410-224-0116

Baltimore City

B' More Clubhouse

9 East Franklin St.
Baltimore, MD 21202
Phone: 410-727-2030
www.bmoreclubhouse.org

Worcester County

The Atlantic Club 11827 Ocean Gateway
Ocean City, MD 21842
Phone: 410-213-1007
www.atlanticclubocmd.org

Helping Other People through Empowerment

2828 Loch Raven Rd.
Baltimore, MD 21218
Phone: 410-327-5830
www.hopebaltimore.com

On Our Own, Inc.

(TAY Center and Mobile Peer Support Unit)
6301 Harford Road
Baltimore, MD 21214
Phone: Toll-free: 1-844-335-2006
Phone: 410-444-4500
www.onourownbaltimore.org

Hearts and Ears

611 Park Ave. Suite A
Baltimore, MD 21201
Phone: 410-523-1694
www.heartsandears.org

On Our Own Charles Street

2539 St. Paul St.
Baltimore, MD 21218
Phone: 443-610-5956
www.onourownbaltimore.org

Youth Empowered Society (YES)

2315 N. Charles St. First Floor
Baltimore, MD 21218
Phone: 410-235-7744
www.yesdropincenter.org
(14-25 years of age)

Baltimore County

**On Our Own of Catonsville, Inc.
7 Bloomsbury Dr.**
Catonsville, MD 21228
Phone: 410-747-4492 ext. 1203
www.onourownbaltimore.org

On Our Own Dundalk & One Voice
6718 Holabird Ave.
Dundalk, MD 21222
Phone: 410-282.1701 or 410-282-1706
www.onourownbaltimore.org

On Our Own Towson Center
Sheppard Pratt Hospital, Building D –
Room D020
6501 N. Charles St.
Baltimore, MD 21204
Phone: 410-494-4163
www.onourownbaltimore.org

Marty Log Wellness and Recovery Center
3 Milford Mill Road
Pikesville, MD 21208
Phone: 410-653-6190
www.prologueinc.org

Calvert County

On Our Own of Calvert County, Inc.
24 Solomons Island Road
Prince Frederick, MD 20678
Phone: 410-535-7576

Cecil County

On Our Own of Cecil County, Inc.
103 S. Bridge St. Suite B
Elkton, MD 21921
Phone: 410-392-4228

Charles County

Our Place Freedom Landing, Inc.
400 Potomac St.
La Plata, MD 20646
Phone: 301-932-2737
www.freedomlanding.com

Frederick County

On Our Own of Frederick County, Inc.
331 W. Patrick St.
Frederick, MD 21701
Phone: 301-620-0555
www.onourownfrederick.com

Garrett County

**Mountain Haven (Office of Consumer
Advocates, Inc.)**
315 Dawson Ave.
Oakland, MD 21550
Phone: 301-334-1314
www.ocamd.org

Harford County

New Day Wellness and Recovery Center
16 N. Philadelphia Blvd.
Aberdeen, MD 21001
Phone: 410-273-0400

Howard County

On Our Own of Howard County, Inc.
6440 Dobbin Road Suite B
Columbia, MD 21045
Phone: 410-772-7905
www.ooohci.org

Montgomery County

On Our Own of Montgomery County, Inc.

434 East Diamond Ave.
Gaithersburg, MD 20877
Phone: 240-683-5555
www.oomc.org

Silver Spring Wellness and Recovery Center at Affiliated Santé

1400 Silver Spring St. Suite 100
Silver Spring, MD 20910
Phone: 301-589-2303
www.thesantegroup.org/silver-spring-wellness-and-recovery-center

Prince George's County

On Our Own of Prince George's County, Inc.

5109 Baltimore Ave.
Hyattsville, MD 20781
Phone: 240-553-7308
www.onourownpg.org

St. Mary's County

On Our Own of St. Mary's County, Inc.

41665 Fenwick St.
Leonardtown, MD 20650
Phone: 301-997-1066

Talbot County

Chesapeake Voyagers

342-C N. Aurora St.
Easton, MD 21601
Phone: 410-822-1601
www.chesapeakevoyagers.org

Washington County

Office of Consumer Advocates, Inc.

121 E. Antietam St.
Hagerstown, MD 21740
Phone: 301-790-5054
www.ocamd.org

Soul Haven (Office of Consumer Advocates, Inc.)

121 East Antietam St.
Hagerstown, MD 21740

Peer Support Programs and Services

On Our Own of Maryland, Inc. (OOOMD)

A statewide behavioral health advocacy and education group. OOOMD promotes equality in all aspects of society for people who receive behavioral health services and develops alternative recovery-based projects. OOOMD has a network of 27 affiliated peer operated wellness and recovery centers.

7310 Esquire Court, Third Floor
Elkridge, MD 21075
Phone: toll-free: 1-800-704-0262 or 410-540-9020
www.onourownmd.org

The Anti-Stigma Project

Offers workshops that help to fight stigma through education, raising awareness, discussions, and searching for creative solutions.
Phone: 410-540-9020
www.onourownmd.org

Main Street Housing (MSH)

Develops and manages quality, affordable and independent housing for individuals and families with mental health needs and a limited income.

Housing is located near transportation, grocery stores, and other community supports. MSH believes in supportive accountability and working with tenants.

All staff are current or former users of mental health services and are committed to helping tenants be successful in their new home.

7310 Esquire Court, Third Floor
Elkridge, MD 21075
Phone: 410-540-9067
www.mainstreethousing.org

Peer Wellness and Recovery Services, Inc.

Offers trauma-informed peer support groups, classes, workshops, trainings, benefit counseling, employment assistance, and consulting to persons with mental health and substance use challenges, families, and community partners.

9909 Lorain Ave.
Silver Spring, MD 20901
Phone: 240-292-9727 (WRAP)
www.pwrsinc.org

National Council on Alcoholism and Drug Dependence of Maryland

A statewide advocacy organization that raises public awareness of alcoholism and drug dependence issues. They work to ensure people affected by the disease of addiction have the resources and treatment needed to recover.

28 E. Ostend St., Suite 303
Baltimore, MD 21230
Phone: 410-625-6482
www.ncaddmaryland.org

Children, Youth, and Families

What to Do if You Suspect a Family Member Has a Mental Health or Substance Use Problem

Talk to your primary care doctor or a mental health professional. Learn as much as you can about your family member's condition and treatment options. Finding the right treatment and resources takes time. Never give up hope. Contact family advocacy organizations to learn about resources and supports available to help families and loved ones who may have a problem.

Maryland Coalition of Families

Helps families who care for someone with behavioral health needs. Using personal experience as parents, caregivers, youth, and other loved ones, they connect, support, and empower Maryland's families. Staff provides one-to-one support to parents and caregivers of young people with mental health issues and any loved one who cares for someone with a substance use or gambling issue.

Century Plaza West
10632 Little Patuxent Pkwy. Suite 234
Columbia, MD 21044
Phone: 410-730-8267
www.mdcoalition.org

Mental Health Association of Maryland

A volunteer organization that brings together participants, families, professionals, advocates, and concerned citizens for unified action in all aspects of behavioral health. Programs educate the public to increase understanding, provide resources, advance public policy, improve care, and monitor the quality of services received by persons living with mental illness and substance use disorders.

1301 York Road, Suite 505
Lutherville, MD 21093
Phone: toll-free:
800-572-6426 or 443-901-1550
www.mhamd.org

Consumer Quality Team of Maryland

Partners with participants, providers, and state agencies to solve problems in the public behavioral health system. The team conducts site visits and interviews with participants who volunteer to meet with them. Staff write a report that includes requests from participants, strengths of the program, and things that need improvement. The program and designated agencies work together to resolve any participant concerns.

Phone: toll-free: 1-800-572-6426 or 443-901-1560.
www.cqtm.org

Mental Health First Aid

An eight-hour course that teaches how to help someone who is developing a mental health problem or experiencing a mental health crisis. The training helps people identify, understand, and respond to signs of mental illnesses and substance use disorders.

Phone: toll-free: 1-800-572-6426 or 443-901-1550

www.mhamd.org

National Alliance on Mental Illness (NAMI) Maryland

NAMI Maryland is the NAMI state organization dedicated to building better lives for people affected by mental illness. NAMI Maryland works with local NAMI affiliates and community volunteers to provide free education, advocacy, and support group programs for peers, families, caregivers, and others. Contact NAMI Maryland to learn more about programs and to find a local NAMI in your community.

10630 Little Patuxent Pkwy. Suite 475

Columbia, MD 21044

Phone: 410-884-8691

Warm-line: 1-877-878-2371

www.nami-md.org

NAMI Basics

A class for parents, guardians, and other family caregivers who provide care for youth (age 22 or younger) who are experiencing mental health symptoms. Classes are taught by family members.

Phone: 410-884-8691

www.Nami-md.org

NAMI Family to Family Education Program

A 12-week course for families, caregivers, or friends of people with mental health conditions. Classes are taught by family members. The program is designed to aid in better understanding of mental health conditions, increase coping skills, and empower participants to become advocates for their family members.

Phone: 410-884-8691

www.Nami-md.org

NAMI Peer to Peer

A class for adults with mental health conditions. The class is taught by peers and designed to encourage growth, healing, and recovery.

Phone: 410-884-8691

www.Nami-md.org

Autism Resources for Families **Autism Society Baltimore- Chesapeake**

A volunteer organization that serves as a resource for anyone who needs help and support raising or advocating for a person diagnosed with autism.

Phone: 410-655-7933

www.baltimoreautismsociety.org

Pathfinders for Autism

Provides support, education, and resources to help families find services.

Phone: 443-330-5341

www.pathfindersforautism.org

Autism Speaks

Dedicated to promoting solutions, across the spectrum and throughout the lifespan for people with autism and their families.

Phone: 888-288-4762

www.autismspeaks.org

Adolescent Clubhouses

Provide recovery support for youth 12 through 17 years of age. Youth may be eligible to participate if currently receiving treatment for a substance use disorder or following discharge from treatment. Each clubhouse uses evidence-based and promising practices to provide screening, intervention, and recovery support.

Anne Arundel County

H20 4 L.I.F.E - North (Restoration Community Development Corp).

1469 Tyler Ave

Annapolis, MD 21043

Phone: 410-760-1044

Deaf and Hard of Hearing/Visually Impaired

Baltimore City

Progressive Life Center, Inc. (Meet Me Halfway)

2641 Maryland Ave.

Baltimore, MD 21218

Phone: 410-235-2800

H20 for Life - North (Restoration Community Development Corp.)

5317-C Ritchie Highway

Brooklyn Park, MD 21225

Phone: 410-636-3114

Baltimore County

Youth Recovery Center

2 N. Dundalk Ave.

Dundalk, MD 21222

Phone: 410-288-4356

Frederick County

On The Mark

350 Montevue Lane

Frederick, MD 21702

Phone: 301-600-1029

Montgomery County

The Landing - Family Services, Inc.

640 E. Diamond Ave.

Gaithersburg, MD 20877

Phone: 301-840-4066

Prince George's County

Riverdale Clubhouse

6200 Sheridan St.

Riverdale, MD 20737

Phone: 301-699-5400

St. Mary's County

The Cove at Walden Sierra

44867 St. Andrews Church Road

California, MD 20169

Phone: 301-997-1300

Maryland Department of Disabilities

Phone: 410-767-3660

Toll-free: (voice/TTY): 1-800-637-4113

www.mdod.maryland.gov

Health Insurance

Maryland Health Connection

www.healthconnection.maryland.gov

Homeless Services for Youth and Drop-in Center Youth Empowerment Society (YES)

A drop-in center for youth who are homeless and 14-17 years of age.

2315 N. Charles St. (first floor)

Baltimore, MD 21218

Phone: 410-235-7744

www.yesdropincenter.org

Job Support

Maryland Division of Rehabilitation Services

Offers programs and services that help people with disabilities go to work.

Offices are located throughout the state.

Phone: 410-554-9442

Videophone: 443-798-2840 (deaf and hard of hearing only)

Toll-free: 1-888-554-0334

www.dors.maryland.gov

Ticket to Work Program (TTW)

The TTW is a free and voluntary program that was started by the Social Security Administration. TTW helps people get meaningful work and become more independent. TTW is available to people 18 through 64 years of age who receive Social Security Disability Insurance or Supplemental Security Income benefits. Contact Maryland Division of Rehabilitation Services.

Phone: 410-554-9442

Videophone: 443-798-2840 (deaf/hard of hearing only)

Toll-free: 1-888-554-0334

dors.maryland.gov/consumers/benefits/Pages/Ticket.aspx

www.dors.maryland.gov

Legal Services

Disability Rights Maryland

Phone: 410-727-6352

TDD: 410-727-6387

Toll-free: 1-800-233-7201

www.disabilityrightsmd.org

Health and Recovery Education and Support

Black Mental Health Alliance for Education and Consultation

Phone: 410-33-2642

www.blackmentalhealth.com

Before It's Too Late

A statewide effort to bring awareness to the rapid increase of the heroin, opioid, and fentanyl crisis in Maryland, and to mobilize all available resources for effective prevention, treatment, and recovery before it's too late

www.beforeitstoolate.maryland.gov

Easy Read Facts on Drug Use (listen or read)

www.easyread.drugabuse.gov

Faces & Voices of Recovery

www.facesandvoicesofrecovery.org

Maryland Center of Excellence on Problem Gambling

HelpLine: 1-800-Gambler (426-2537)

www.helpmygamblingproblem.org

www.mdproblemgambling.com

Maryland Overdose Response Program

Every day more people are dying after overdosing on opioids. Opioids are powerful drugs. The Maryland Overdose Response Program provides training on how to recognize and respond to opioid-related overdoses and safely administer Naloxone when emergency medical services are not immediately available. Naloxone is a prescription medication that safely and effectively reverses an opioid overdose.

Find Naloxone training in your area:

Phone: 2-1-1 press 1

www.bha.health.maryland.gov/naloxone/pages/home.aspx

Maryland Tobacco Quitters

(Ages 13 years +)

Toll-free 1-800-784-8669

www.smokingstopshere.com

Maryland Good Samaritan Law

Provides protection from arrest as well as prosecution for certain specific crimes and expands the charges from which people assisting in an emergency overdose situation are protected.

www.bha.health.maryland.gov/OVERDOSE_PREVENTION/Pages/Good-Samaritan-Law.aspx

National Institute on Alcohol Abuse and Alcoholism

www.niaaa.nih.gov

National Institute on Drug Abuse

www.drugabuse.gov

Substance Abuse and Mental Health Services Administration

www.SAMHSA.gov

Suicide Prevention

American Foundation for Suicide Prevention www.Afsp.org

Recovery Groups

Alcoholics Anonymous

www.aa.org

Celebrate Recovery

www.marylandcelebraterecovery.org

Dual Recovery Anonymous

www.draonline.org

Emotions Anonymous

www.emotionsanonymous.org

Heroin Anonymous

www.heroinanonymous.org

Narcotics Anonymous

www.na.org

SMART Recovery support groups

www.smartrecovery.org

www.al-anon.org

Celebrate Recovery

www.marylandcelebraterecovery.org

Veterans' Services and Support

Veterans' Services

Maryland's Commitment to Veterans provides a confidential forum for veterans and family members to discuss challenges they are facing. Maryland's Commitment to Veterans links to needed resources so veterans and family members know they are not alone.

Call toll-free: 1-877-770-4801 Hours: 24 hours, seven days a week

www.veterans.health.maryland.gov

Area served: Maryland

Veterans Crisis Line

Veterans Crisis Line connects service members and veterans in crisis, as well as their families and friends, with qualified, caring VA responders through a confidential toll-free hotline, online chat, or text-messaging service.

Call toll-free: 1-800-273-8255, press 1 to talk with someone who can help

TTY service: 1-800-799-4889

Text: Send a text message to 838255 to connect with a VA responder

For a confidential online chat visit: www.veteranscrisisline.net

Hours: 24 hours, seven days a week

Area served: nationwide

Maryland Department of Social Services and Local Health Departments

Departments of Social Services

mmcp.health.maryland.gov

Local Health Departments

www.health.maryland.gov/pages/departments.aspx

Allegany County

Department of Social Services

1 Frederick St.
Cumberland, MD 21502
Phone: 301-784-7000

Local Health Department

12501 Willowbrook Road
Cumberland, MD 21502
Phone: 301-759-5000

Anne Arundel County

Department of Social Services Annapolis

80 West St.
Annapolis, MD 21401
Phone: 410-269-4500

Glen Burnie

7500 Ritchie Hwy.
Glen Burnie, MD 21061
Phone: 410-269-4555

Local Health Department

1 Harry S. Truman Pkwy., Suite 200
Annapolis, MD 21401
Phone: 410-222-7095

Baltimore City

Department of Social Services Harbor View

18 Reedbird Ave.
Baltimore, MD 21225
Phone: 443-423-4700

Northeast Regional Office

2000 N. Broadway
Baltimore, MD 21213
Phone: 443-423-6400

Northwest Family Investment Center

5818 Reisterstown Road
Baltimore, MD 21215
Phone: 443-378-4400

Dunbar-Orangeville

2919 E. Biddle St.
Baltimore, MD 21213
Phone: 443-423-5200

Hilton Heights

500 N. Hilton St.
Baltimore, MD 21229
Phone: 443-423-4800

Southwest

1223 W. Pratt St.
Baltimore, MD 21223
Phone: 443-423-7800

Penn-North

2500 Pennsylvania Ave.
Baltimore, MD 21217
Phone: 443-423-7600

Local Health Department

One Calvert Plaza
201 E. Baltimore St., 9th Floor
Baltimore, MD 21202
Phone: 410-649-0500

Baltimore County

Department of Social Services Catonsville

746 Frederick Rd.
Catonsville, MD 21228
Phone: 410-853-3450

Dundalk

1400 Merritt Blvd., Suite C
Baltimore, MD 21222
Phone: 410-853-3400

Essex

439 Eastern Ave.
Essex, MD 21221
Phone: 410-853-3800

Reisterstown

130 Chartley Dr.
Reisterstown, MD 21136
Phone: 410-853-3010

Towson

6401 York Road
Baltimore, MD 21212
Phone: 410-853-3340

Local Health Department

6401 York Road, 3rd Floor
Baltimore, MD 21212
Phone: 410-887-2243

Calvert County

Department of Social Services

200 Duke St.
Prince Frederick, MD 20678
Phone: 443-550-6900

Local Health Department

975 Solomons Island Road
North Prince Frederick, MD 20678
Phone: 410-535-5400

Caroline County

Department of Social Services

207 South Third St.
Denton, MD 21629
Phone: 410-819-4500

Local Health Department

403 S. 7th St.
Denton, MD 21629
Phone: 410-479-8000

Carroll County

Department of Social Services

1232 Tech Court, Suite 1
Westminster, MD 21157
Phone: 410-386-3300

Local Health Department

290 S. Center St.
Westminster, MD 21157
Phone: 410-876-2152

Cecil County

Department of Social Services

170 East Main St.
Elkton, MD 21921
Phone: 410-996-0100

Local Health Department

401 Bow St.
Elkton, MD 21921
Phone: 410-996-5550

Charles County

Department of Social Services

200 Kent Ave.
La Plata, MD 20646
Phone: 301-392-6400

Local Health Department

4545 Crain Hwy.
White Plains, MD 20695
Phone: 301-609-6900

Dorchester County

Department of Social Services

627 Race St.
Cambridge, MD 21613
Phone: 410-901-4100

Local Health Department

3 Cedar St.
Cambridge, MD 21613
Phone: 410-228-3223

Frederick County

Department of Social Services

100 East All Saints St.
Frederick, MD 21701
Phone: 301-600-4555

Local Health Department

350 Montevue Ln.
Frederick, MD 21702
Phone: 301-600-1029

Garrett County

Department of Social Services

12578 Garrett Hwy.
Oakland, MD 21550
Phone: 301-533-3000

Local Health Department

1025 Memorial Dr.
Oakland, MD 21550
Phone: 301-334-7720

Harford County

Department of Social Services

2 South Bond St., Suite 300
Bel Air, MD 21014
Phone: 410-836-4700

Local Health Department

34 N. Philadelphia Blvd., Suite 216
Aberdeen, MD 21001
Phone: 410-273-5626

Howard County

Department of Social Services

7121 Columbia Gateway Dr.
Columbia, MD 21046
Phone: 410-872-8700

Local Health Department

8930 Stanford Blvd.
Columbia, MD 21046
Phone: 410-313-6300

Kent County

Department of Social Services

350 High St.
Chestertown, MD 21620
Phone: 410-810-7600

Local Health Department

125 S. Lynchburg St.
Chestertown, MD 21620
Phone: 410-778-1350

Montgomery County

Department of Social Services Rockville

1301 Piccard Dr., 2nd Floor
Rockville, MD 20850
Phone: 240-777-4600

Silver Spring

8818 Georgia Ave.
Silver Spring, MD 20910
Phone: 240-777-3100

Germantown

12900 Middlebrook Road
Germantown, MD 20874
Phone: 240-777-3420

Local Health Department—Rockville

1335 Piccard Dr., 2nd Floor
Rockville, MD 20850
Phone: 240-777-0311

Local Health Department—Silver Spring

8630 Fenton St., 10th Floor
Silver Spring, MD 20910
Phone: 240-777-0311

Local Health Department—Germantown

12900 Middlebrook Rd.
Germantown, MD 20874
Phone: 240-777-0311

Prince George's County

Department of Social Services Hyattsville

6505 Belcrest Rd., Ground Floor
Hyattsville, MD 20782
Phone: 301-209-5000

Landover

425 Brightseat Rd.
Landover, MD 20785
Phone: 301-909-6000

South County MSC

4235 28th St.
Temple Hills, MD 20748
Phone: 301-316-7700

Local Health Department

425 Brightseat Road, #101C
Landover, MD 20785
Phone: 301-883-7879

Queen Anne's County

Department of Social Services

125 Comet Dr.
Centreville, MD 21617
Phone: 410-758-8000

Local Health Department

206 N. Commerce St. #1
Centreville, MD 21617
Phone: 410-758-0720

Somerset County

Department of Social Services

30397 Mt. Vernon Road
Princess Anne, MD 21853
Phone: 410-677-4200

Local Health Department

7920 Crisfield Hwy.
Westover, MD 21871
Phone: 443-523-1700

St. Mary's County

Department of Social Services

12110 Leonard Hall Dr.
Leonardtown, MD 20650
Phone: 240-895-7000

Local Health Department

21580 Peabody St.
Leonardtown, MD 20650
Phone: 301-475-4330

Talbot County

Department of Social Services

301 Bay St.
Easton, MD 21601
Phone: 410-770-4848

Local Health Department

100 S. Hanson St.
Easton, MD 21601
Phone: 410-819-5600

Washington County

Department of Social Services

122 N. Potomac St.
Hagerstown, MD 21740
Phone: 240-420-2100

Local Health Department

1302 Pennsylvania Ave.
Hagerstown, MD 21742
Phone: 240-313-3200

Wicomico County

Department of Social Services

201 Baptist St., Suite 27
Salisbury, MD 21801
Phone: 410-713-3900

Local Health Department

108 E. Main St.
Salisbury, MD 21801
Phone: 410-749-1244

Worcester County

Department of Social Services

299 Commerce St.
Snow Hill, MD 21863
Phone: 410-677-6800

Local Health Department

9730 Healthway Dr.
Berlin, MD 21811
Phone: 410-632-1100