Greetings from Dr. Gayle Jordan Randolph:

It is my honor to offer this handbook to our behavioral health community. This handbook reflects our ongoing commitment to furthering systems integration through our common goal toward recovery and wellness. The Department’s integration of the Mental Hygiene Administration and the Alcohol and Drug Abuse Administration into the newly formed Behavioral Health Administration was the first step toward managing and administering a comprehensive continuum of care system to meet the behavioral health needs of our communities. Within our integrated system, we are fortunate to have an extensive array of services and supports that help individuals in their journey towards wellness.

This handbook is a useful guide that will clarify some questions regarding eligibility and access to services, the complaints process and appeals processes. We welcome your feedback as a partner in supporting wellness and recovery.

Gayle Jordon Randolph, MD
Deputy Secretary, Behavioral Health
Maryland Department of Health and Mental Hygiene
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ValueOptions®, Inc. is a Beacon Health Options Company
Introduction to the Participant Handbook

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

Crisis Services

In the event of a Medical Emergency call 911

Maryland Crisis and/or Youth Suicide Hotline
1.800.422.0009 or 410.531.6677
Hours: 24 hours 7 days a week
Area Served: Statewide
Operated by Grassroots Crisis Intervention Services and offers telephone crisis counseling, referral to community resources and walk in crisis support

National Suicide Prevention Lifeline
1.800.273.8255
Hours: 24 hours 7 days a week
Area Served: Nationwide
Telephone crisis counseling and referral to local resources

Veterans Crisis Line
Toll-free: 1.800.273.8255
TTY service: 1.800.799.4889
Online chat with a live person: www.veteranscrisisline.net
Hours: 24 hours 7 days a week
Area Served: Nationwide
Crisis support for veterans, active duty, reserves, National Guard and their loved ones even if you are not registered with the VA or enrolled in VA health care

211 Maryland
www.211md.org
Hours: 24 hours 7 days a week
Area Served: Statewide
Information and referrals on a variety of government programs and human services housing, homeless, utility assistance, food, healthcare services and more
Mental Illness and Substance Related 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 “will power”. Mental illness is not caused by moral failure or low intelligence. The good news is that people do recover.

Substance Related Disorders
Substance related disorders are any emotional, work, school, family, or relationship problem that is associated with the abuse of, or dependence on, alcohol, legal drugs, illegal drugs, and/or prescription drugs. If someone can’t stop drinking alcohol or taking a drug even if they want 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 than people who don’t. All ages are susceptible but addiction usually starts when a person is young. The good news is that people do recover.

What to Do if You Suspect You or a Family Member has a Mental Health or Substance Related Problem
Talk to your primary care doctor or health care provider. Ask for a referral to a mental health or addictions 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.

Risk Factors for Mental Illness or Substance Related Disorders
Experts talk about risk factors that raise the chances of having mental health or substance related problems. This does not mean that all people with these risk factors will develop problems. Some examples of risk factors are:

- Blood family member, such as a parent, with mental illness or addiction
- Brain chemistry or injury
- Exposure in the womb to viruses, toxins, drugs, alcohol
- Hormonal changes
- Misuse of legal or illegal drugs
• Trauma such as child abuse or neglect, exposure to violence including military combat
• Difficult family situations
• Peer pressure
• Living with people using drugs
• Anxiety, depression, loneliness

**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

Behavioral Health Administration (BHA)
The BHA is the agency within the Department of Health and Mental Hygiene that serves as the state behavioral health authority. BHA is responsible for the oversight of planning, managing, and monitoring mental health and substance related disorder services.

55 Wade Avenue
Catonsville, Maryland 21228
General Information: 410.402.8300 or TTY/Maryland relay number: 1.800.735.2258

Maryland Medicaid Office of Health Services (MMOHS)
The MMOHS is responsible for overseeing Maryland's Medicaid program. The program pays medical bills for low income people who cannot afford medical care.

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

Core Service Agencies (CSA)
A CSA is responsible for planning, managing, and monitoring mental health services at the city or county level. They provide information and referrals, authorize mental health and support services not paid by Medical Assistance, handle consumer and provider complaints, and monitor contracts and providers. Locate the Core Service Agency nearest you on page 14 of this handbook.

Local Addiction Authorities (LAA)
A LAA is responsible for planning, managing, and monitoring substance related disorder services at the city and county level. Some LAAs provide substance related disorder services directly or through contracts, plans a continuum of services, and monitors provider contracts. Locate the Local Addiction Authority nearest you on page 16 of this handbook.
Meet ValueOptions®, Inc.

ValueOptions®, Inc. is a health improvement company. Our mission is to help people live their best lives. We help people with mental illness and substance related disorders achieve emotional wellbeing and recovery.

ValueOptions®, Inc. is the Administrative Service Organization (ASO) for the Maryland Public Behavioral Health System. We have a contract with the State Department of Health and Mental Hygiene. We work with the Behavioral Health Administration, Medicaid Office of Health Services, Core Service Agencies, Local Addiction Authorities providers and you. Together we help you get the right services when you need them.

What Services Does ValueOptions®, Inc. Provide?

We provide the following services:

- 24-hour access for clinically related calls
- Coordination of care
- Education and training
- Ensure that services requested meet medical necessity criteria
- Deaf and hard of hearing referrals
- Grievances, appeals and complaints
- Information and referral
- Help find providers
- Measure satisfaction with services
- Online access to benefits information
- Pay for eligible services
- Peer and family advocacy and support
- Pre-approve non-emergency care
- Program information in various languages
- Website

Call ValueOptions®, Inc.

Toll Free: 1.800.888.1965
TTY: 1.866.835.2755

Hours of Operation: Monday through Friday 8:00am to 6:00pm

P.O. Box 166
Linthicum, MD 21090

Visit our Website:
http://maryland.valueoptions.com
Accessing Services

Who is Eligible to Receive Services?

You must meet certain conditions to receive services. The conditions may vary depending on the type of service. Medicaid recipients are eligible to receive full benefits and do not pay co-payments or deductibles.

A. If you do not receive Medicaid you may be eligible if you meet ALL of the conditions listed below:
   • You require treatment for a mental health disorder covered by the Public Behavioral Health System (PBHS)
   • You meet financial need criteria
   • You have a Social Security Number that can be verified
   • You are a Maryland resident
   • You 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 are expected to)

B. In addition to meeting the above conditions, you must meet ONE condition below:
   • You received services in the PBHS in the past two years
   • You receive Social Security Disability Insurance for mental health reasons
   • You are homeless within the state of Maryland
   • You were incarcerated within the last 3 years
   • You were discharged from a Maryland state hospital within the last 3 months
   • You are on a conditional release from a Maryland state hospital
   • You have an urgent need for outpatient mental health services and received approval from a Core Service Agency (CSA)
   • You have an urgent need for outpatient substance related disorder services and received approval from a Local Addiction Authority (LAA)
   • You are a Veteran

You may have insurance and be eligible for services. You must meet conditions A and B above and the conditions below:
   • You are a Medicare beneficiary
   • Medicare does not cover the service being requested by your provider
   • You do not have other insurance to cover this service
   • Your private insurance mental health benefits are exhausted

Contact your CSA or LAA (listed on pages 14 and 16) if your circumstances are different than the ones listed above.
Accessing Services

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. Mental health 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

How Do I Find a Provider?

• Call ValueOptions®, Inc. 1.800.888.1965
• Call a Core Service Agency (pg 14)
• Call a Local Addiction Authority (pg 16)
• Maryland Certified Treatment Locator http://bha.dhmh.maryland.gov
• Maryland Community Services Locator: www.mdcsl.org
• Behavioral Health Administration 410.402.8300 http://bha.dhmh.maryland.gov

Call ValueOptions®, Inc.:

Toll Free: 1.800.888.1965
TTY: 1.866.835.2755
Hours of Operation: Monday through Friday 8:00 am to 6:00 pm
Clinical staff can be reached 24 hours 7 days per week.
### KEY PUBLIC MENTAL HEALTH SERVICES

For detailed descriptions
Call ValueOptions®, Inc.: 1.800.888.1965; TTY: 1.866.835.2755

<table>
<thead>
<tr>
<th>Services</th>
<th>Description</th>
<th>People Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management</td>
<td>Connects you to community services and resources</td>
<td>Children, Youth, Adults</td>
</tr>
<tr>
<td>Community Support</td>
<td>Helps you put new skills into practice so you can participate in your community</td>
<td>Children, Youth, Adults</td>
</tr>
<tr>
<td>Early Childhood Mental Health Services</td>
<td>Therapeutic preschool programs or infant and toddler programs through the school system, behavioral health consultation is available for day-care providers</td>
<td>Children Ages Birth - 5 years</td>
</tr>
<tr>
<td>Emergency Crisis Services</td>
<td>24-hour-per-day services for emergencies (for example, hospital emergency room, mobile crisis team)</td>
<td>Children, Youth, Adults</td>
</tr>
<tr>
<td>In-patient Psychiatric Services</td>
<td>Treatment provided in hospitals</td>
<td>Children, Youth, Adults</td>
</tr>
<tr>
<td>Mental Health Vocational Programs (Supported Employment)</td>
<td>Helps you prepare for work, find and keep a job and make job decisions</td>
<td>Ages 16 years +</td>
</tr>
<tr>
<td>Mobile Crisis Services</td>
<td>Mental health teams go to community locations where a person is in crisis, services help the person reduce uncomfortable symptoms and get back to feeling safe</td>
<td>Children, Youth, Adults</td>
</tr>
<tr>
<td>Outpatient Mental Health Centers</td>
<td>Treatment provided by mental health professionals in a community clinic or group practice</td>
<td>Children, Youth, Adults</td>
</tr>
<tr>
<td>Psychiatric Day Treatment (partial hospitalization)</td>
<td>Intensive, non-residential treatment for at least 4 consecutive hours per day in a hospital or free standing community mental health program</td>
<td>Children, Youth, Adults</td>
</tr>
<tr>
<td>Psychiatric Rehabilitation Program</td>
<td>Services improve or restore skills needed to live, work, learn and participate in the community</td>
<td>Adults</td>
</tr>
</tbody>
</table>
## Accessing Services

For detailed descriptions
Call ValueOptions®, Inc.: 1.800.888.1965; TTY: 1.866.835.2755

<table>
<thead>
<tr>
<th>Services</th>
<th>Description</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Psychiatric Rehabilitation Program for Minors</td>
<td>A range of services that reduce behavioral problems while promoting strength based, age-appropriate social skills and integration of the child into the community</td>
<td>Children, Youth</td>
</tr>
<tr>
<td>Psychiatric Residential Facility Demonstration Waiver (also called “RTC Waiver”)</td>
<td>Services provide community-based alternatives to placement in a residential treatment center (RTC)</td>
<td>Children and Youth, Ages 16 – 21 years</td>
</tr>
<tr>
<td>Residential Crisis Services</td>
<td>Short term intensive mental health services and support to prevent unnecessary psychiatric inpatient admissions</td>
<td>Children, Youth, Adults</td>
</tr>
<tr>
<td>Residential Treatment Centers</td>
<td>Campus-based intensive treatment setting children may be admitted to RTCs when services available in the community cannot meet their needs</td>
<td>Children, Youth, Ages 16 – 21 years</td>
</tr>
<tr>
<td>Residential Rehabilitation Programs</td>
<td>Consumers live in a supportive environment that enables them to develop daily skills for independent living</td>
<td>Transition-age Youth, Ages 16 – 24, Adults</td>
</tr>
<tr>
<td>Respite Services</td>
<td>A person with behavioral needs stay briefly away from home with specially trained individuals, or someone comes into the home to give the caregivers a break and provide the child with enhanced support</td>
<td>Children, Youth, Adults</td>
</tr>
<tr>
<td>Therapeutic Group Home or Community Residence</td>
<td>Therapeutic programs that usually include 6 to 10 children or youth per home, and may be linked with a day treatment program or specialized educational program</td>
<td>Youth</td>
</tr>
<tr>
<td>Transition-age Youth Services</td>
<td>Services such as supported employment or supported education assist youth and young adults with behavioral health needs to gain independence and transition to adulthood</td>
<td>Youth Ages 16 - 24</td>
</tr>
</tbody>
</table>
# KEY PUBLIC SUBSTANCE RELATED DISORDER SERVICES

For detailed descriptions
Call ValueOptions®, Inc.: 1.800.888.1965

<table>
<thead>
<tr>
<th>Services</th>
<th>Description</th>
<th>People Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory Withdrawal Management</td>
<td>Medically managed detoxification services delivered in an outpatient setting</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Assessment</td>
<td>All treatment starts with a good assessment of your needs. Your Local Health Department provides assessments and referrals for substance use treatment services</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Early Intervention</td>
<td>Services for individuals who are at risk for developing a substance related problem</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Inpatient</td>
<td>Treatment that is provided in hospitals</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Intensive Outpatient</td>
<td>Group and individual counseling services of at least 9 hours a week</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Medically Managed Inpatient Detoxification</td>
<td>Withdrawal management in a hospital</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Opioid Maintenance</td>
<td>Commonly referred to as Methadone or Buprenorphine Maintenance</td>
<td>Adults</td>
</tr>
<tr>
<td>Outpatient</td>
<td>Group and individual counseling services less than 9 hours a week</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Partial Hospitalization</td>
<td>Intensive, non-residential treatment for more than twenty hours of outpatient group, individual, and family therapy per week</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Prevention</td>
<td>Education and prevention strategies for people who do not yet have a problem with substance use but who are at high-risk for developing a substance use problem</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Recovery Support Services</td>
<td>Clinical and non-clinical services provided to support sustained recovery, services are performed by providers familiar with resources available in the community</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Residential Withdrawal Management</td>
<td>Withdrawal management in a hospital or intensive care setting</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Residential Treatment</td>
<td>Clinically managed, low intensity treatment (halfway house)</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Residential Treatment</td>
<td>Clinically managed, medium intensity treatment</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Residential Treatment</td>
<td>Clinically managed, high intensity treatment</td>
<td>Youth, Adults</td>
</tr>
<tr>
<td>Residential Treatment</td>
<td>Medically monitored, inpatient treatment</td>
<td>Youth, Adults</td>
</tr>
</tbody>
</table>
Core Service Agencies (CSA)

A CSA is responsible for planning, managing, and monitoring mental health services at the city or county level. They provide information and referrals, authorize mental health and support services not paid by Medical Assistance, handle consumer and provider complaints, and monitor contracts and providers. Locate the CSA nearest you on the following list or www.marylandbehavioralhealth.org

<table>
<thead>
<tr>
<th>Allegany County</th>
<th>Baltimore County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegany County Mental Health System’s Office</td>
<td>Baltimore County Department of Health, Bureau of Behavioral Health</td>
</tr>
<tr>
<td>P.O. Box 1745</td>
<td>6401 York Road, Third Floor</td>
</tr>
<tr>
<td>Cumberland, Maryland 21501-1745</td>
<td>Baltimore, Maryland 21212</td>
</tr>
<tr>
<td>Phone: 301.759.5070</td>
<td>Phone: 410.887.3828</td>
</tr>
<tr>
<td>Fax: 301.777.5621</td>
<td>Fax: 410.887.3786</td>
</tr>
<tr>
<td><a href="http://www.alleganyhealthdept.com/mhso">www.alleganyhealthdept.com/mhso</a></td>
<td><a href="http://www.baltimorecountymd.gov/agencies/health/healthservices/mental">www.baltimorecountymd.gov/agencies/health/healthservices/mental</a></td>
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<table>
<thead>
<tr>
<th>Anne Arundel County</th>
<th>Calvert County</th>
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</thead>
<tbody>
<tr>
<td>Anne Arundel County Mental Health Agency</td>
<td>Calvert County Core Service Agency</td>
</tr>
<tr>
<td>Box 6675, MS 3230</td>
<td>P.O. Box 980</td>
</tr>
<tr>
<td>1 Truman Parkway, Suite 101</td>
<td>Prince Frederick, Maryland 20678</td>
</tr>
<tr>
<td>Annapolis, Maryland 21401</td>
<td>Phone: 410.535.5400 ext. 311</td>
</tr>
<tr>
<td>Phone: 410.222.7858</td>
<td>Fax: 410.414.8092</td>
</tr>
<tr>
<td>Fax: 410.222.7881</td>
<td><a href="http://www.calverthealth.org/personalhealth/mentalhealth/coreagency.htm">www.calverthealth.org/personalhealth/mentalhealth/coreagency.htm</a></td>
</tr>
<tr>
<td><a href="http://www.aamentalhealth.org">www.aamentalhealth.org</a></td>
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</tr>
</tbody>
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<thead>
<tr>
<th>Baltimore City</th>
<th>Caroline County – see Mid-Shore Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health System Baltimore</td>
<td></td>
</tr>
<tr>
<td>One North Charles Street, Suite 1600</td>
<td></td>
</tr>
<tr>
<td>Baltimore, Maryland 21201-3718</td>
<td></td>
</tr>
<tr>
<td>Phone: 410.637.1900</td>
<td></td>
</tr>
<tr>
<td>Fax: 410.637.1911</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.bhsbaltimore.org">www.bhsbaltimore.org</a></td>
<td></td>
</tr>
</tbody>
</table>

Caroline County – see Mid-Shore Counties

<table>
<thead>
<tr>
<th>Carroll County</th>
<th>Cecil County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carroll County Core Service Agency</td>
<td>Cecil County Core Service Agency</td>
</tr>
<tr>
<td>290 South Center Street</td>
<td>401 Bow Street</td>
</tr>
<tr>
<td>Westminster, Maryland 21157</td>
<td>Elkton, Maryland 21921</td>
</tr>
<tr>
<td>Phone: 410.876.4800</td>
<td>Phone: 410.996.5112</td>
</tr>
<tr>
<td>Fax: 410.876.4832</td>
<td>Fax: 410.996.5134</td>
</tr>
<tr>
<td><a href="http://www.carrollhealthdepartment.dhmh.md.gov/mental.html">www.carrollhealthdepartment.dhmh.md.gov/mental.html</a></td>
<td><a href="http://www.cecilcountyhealth.org">www.cecilcountyhealth.org</a></td>
</tr>
</tbody>
</table>
Accessing Services

Charles County
Department of Health, Core Service Agency
P.O. Box 1050, 10480 Theodore Green Blvd.
White Plains, Maryland 20695
Phone: 301.609.5757
Fax: 301.609.5749
www.charlescountyhealth.org

Dorchester County - see Mid-Shore Counties

Frederick County
Mental Health Management Agency of Frederick County
22 South Market Street, Suite 8
Frederick, Maryland 21701
Phone: 301.682.6017
Fax: 301.682.6019
www.mhma.net

Garrett County
Garrett County Core Service Agency
1025 Memorial Drive
Oakland, Maryland 21550-1943
Phone: 301.334.7440
Fax: 301.334.7441
www.GarrettHealth.org/departments/Core.htm

Harford County
Office on Mental Health of Harford County
125 N. Main Street
Bel Air, Maryland 21014
Phone: 410.803.8726
Fax: 410.803.8732
www.HarfordMentalhealth.org

Howard County
Howard County Mental Health Authority
9151 Rumsey Road, Suite 150
Columbia, Maryland, 21045
Phone: 410.313.7350
Fax: 410.313.7374
www.hcmha.org

Kent County - see Mid-Shore Counties

Mid-Shore Counties
Mid-Shore Mental Health Systems, Inc.
28578 Mary’s Court, Suite 1
Easton, Maryland 21601
Phone: 410.770.4801
Fax: 410.770.4809
www.msmhs.org

Montgomery County
Department of Health & Human Services, Montgomery County Government
401 Hungerford Drive, 1st Floor
Rockville, Maryland 20850
Phone: 240.777.1400
Fax: 240.777.1145
www.montgomerycountymd.gov/hhs/

Prince George’s County
Prince George’s County Core Service Agency
9314 Piscataway Road
Clinton, Maryland 20735
Phone: 301.856.9500
Fax: 301.856.9558
www.princegeorgescountymd.gov/sites/health/services

Queen Anne’s County - see Mid-Shore Counties
Accessing Services

**St. Mary’s County**
St. Mary’s County Department of Aging and Human Services
23115 Leonard Hall Drive, PO Box 653
Leonardtown, Maryland 20650
Phone: 301.475.4200 ext. 1680
Fax: 301.475.4000
www.stmarysmd.com/aging/mentalhealth.asp

**Talbot County** - see Mid-Shore Counties

**Washington County**
Washington County Mental Health Authority
339 E. Antietam Street, Suite #5
Hagerstown, Maryland 21740
Phone: 301.739.2490
Fax: 301.739.2250
www.WCMHA.org

**Wicomico/Somerset Counties**
Wicomico Somerset Behavioral Health Authority
108 East Main Street
Salisbury, Maryland 21801
Phone: 410.543.6981
Fax: 410.219.2876
www.wicomicohealth.org

**Worcester County**
Worcester County Core Service Agency
P.O. Box 249
Snow Hill, Maryland 21863
Phone: 410.632.3366
Fax: 410.632.0065
www.worcesterhealth.org

**Local Addiction Authority (LAA)**
A LAA is responsible for planning, managing, and monitoring **substance related disorder** services at the city and county level. They provide substance use disorder services directly or through contracts, plans a continuum of services, and monitors provider contracts. Locate the LAA nearest you on the following list or [http://bha.dhmh.maryland.gov/Documents/QUICK_LINKS/LocalAddictionsAuthority_LAA.pdf](http://bha.dhmh.maryland.gov/Documents/QUICK_LINKS/LocalAddictionsAuthority_LAA.pdf)

**Allegany County**
Allegany County Health Department Behavioral Health, Willow Brook Building
PO Box 1745
Cumberland, Maryland 21501-1745
Phone: 301.759.5050
Fax: 301.777.2098
www.alleganyhealthdept.com

**Anne Arundel County**
Anne Arundel County Department of Health, Behavioral Health Bureau
3 Harry S. Truman Parkway HD24
Annapolis, Maryland 21401
Phone: 410.222.7164
Fax: 410.222.7348
www.aahealth.org

**Baltimore City**
Behavioral Health System of Baltimore
One North Charles Street, Suite 1300
Baltimore, Maryland 21201
Phone: 410.637.1900 ext. 8566
Fax: 410.637.1911
www.bhsbaltimore.org
Accessing Services

**Baltimore County**
Baltimore Count Bureau of
Behavioral Health
6401 York Road 3rd Floor
Baltimore, Maryland 21212-2130
Phone: 410.887.3828
Fax: 410.887.3786
www.baltimorecountymd.gov/agencies/
health/

**Calvert County**
Calvert County Core Service Agency
P.O. Box 1180
Prince Frederick, Maryland 20678
Phone: 410.535.3079 x14
Fax: 410.535.2220
www.calverthealth.org

**Caroline County**
Caroline County Addictions Program
P.O. Box 10, 104 Franklin Street
Denton, Maryland 21629
Phone: 410.479.1882 x303
Fax: 410.479.4918
www.dhmh.maryland.gov/carolinecounty

**Carroll County**
Carroll County Health
Department Bureau of Addiction
Treatment Services
290 S. Center Street
Westminster, Maryland 21158
Phone: 410.876.4800
Fax: 410.876.4832
www.carrollhealthdepartment.dhmh.
md.gov/addiction.html

**Cecil County**
Alcohol and Drug Recovery Center Cecil
County Health Department
401 Bow Street
Elkton, Maryland 21921
Phone: 410.996.5106
Fax: 410.996.5707
www.cecilcountyhealth.org

**Charles County**
Substance Abuse Treatment and
Prevention Services
Charles County Department of Health
P.O. Box 1050
White Plains, Maryland 20695
Phone: 301.609.6616
Fax: 301.934.1234
www.charlescountyhealth.org

**Dorchester County**
Dorchester County
Addictions Program
310 Gay Street Lower Level
Cambridge, Maryland 21613
Phone: 410.228.7714 ext. 106
Fax: 410.228.8049
www.dorchesterhealth.org

**Frederick County**
Frederick County Mental
Health Services
350 Montevue Lane
Frederick, Maryland 21702
Phone: 301.600.1755
Fax: 301.600.3214
www.frederickcountymd.gov
### Accessing Services

#### Garrett County
Garrett County Center for Behavioral Health  
1025 Memorial Drive  
Oakland, Maryland 21550  
Phone: 301.334.7670  
Fax: 301.334.7671  
www.GarrettHealth.org

#### Harford County
Harford County Office of Drug Control Policy  
120 Hays Street  
Bel Air, Maryland 21014  
Phone: 410.877.2360  
Fax: 410.638.4954  
www.harfordcountymd.gov/services/drugcontrol

#### Howard County
Bureau of Behavioral Health  
Howard County Health Department  
8930 Stanford Road  
Columbia, Maryland 21046  
Phone: 410.313.7316  
Fax: 410.313.6212  
www.howardcountymd.gov

#### Kent County
Kent County Health Department  
300 Scheeler Road, P.O. Box 229  
Chestertown, Maryland 21620  
Phone: 410.778.6404 x33  
Fax: 410.778.7052  
www.kenthd.org

#### Montgomery County
Montgomery County Department of Health and Human Services  
401 Hungerford Drive, Suite 458  
Rockville, Maryland 20850  
Phone: 240.777.1671  
Fax: 240.777.9851  
www.montgomerycountymd.org/hhs

#### Prince George’s County
Prince George’s County Health Department  
Addictions and Mental Health  
1701 McCormick Drive, Suite 230  
Largo, Maryland 20774  
Somerset County  
Phone: 301.883.7903  
Fax: 301.883.7881  
www.princegeorgescountymd.gov/sites/Health/Services/BehavioralHealth/Pages/default.aspx

#### Queen Anne’s County
Alcohol and Drug Abuse Services, Queen Anne’s County Health Department  
206 North Commerce St.  
Centreville, Maryland 21617  
Phone: 410.758.1306 x314  
Fax: 410.758.2133  
www.qahealth.org/addictions-treatment-and-prevention-services.html

#### Saint Mary’s County
St. Mary’s County Department of Human Services  
23115 Leonard Hall Drive, PO Box 653  
Leonardtown, Maryland 20650  
Phone: 301.475.4200 ext. 1681  
Fax: 301.475.4000  
www.smchd.org

#### Somerset County
Behavioral Health Services  
Addiction Program  
Somerset County Health Department  
8928 Sign Post Road  
Westover, Maryland 21871  
Phone: 443.523.1790  
Fax: 410.651.3189  
www.somersethd.org
Accessing Services

Talbot County
Talbot County Health Department
100 S Hanson Street
Easton, Maryland 21601
Phone: 410.819.4706
Fax: 410.819.5690
www.talbothealth.org

Washington County
Washington County Health Department
Division of Behavioral Health Services
13114 Pennsylvania Avenue
Hagerstown, Maryland 21742
Phone: 240.313.3283
Fax: 240.313.3239
dhmh.maryland.gov/washhealth/sitepages/bhs.asp

Wicomico County
Wicomico County Health Department
108 E. Main Street
Salisbury, Maryland 21801
Phone: 410.742.3784
Fax: 410.543.6680
www.wicomicohealth.org

Worcester County
Behavioral Health Program
Worcester County Health Department
6040 Public Landing - PO Box 249
Snow Hill, MD 21863-0249
Phone: 410.632.1100 ext. 1120
(Snow Hill site)
Phone: 410.629.0164 ext. 139
(Berlin site)
Fax: 410.632.4933
www.worcesterhealth.org

Maryland Medical Assistance Programs
Medical Assistance (Medicaid) pays medical bills for people who have low incomes. You must meet eligibility criteria for Maryland Medical Care Programs. Here is general information:

How to Apply for Medical Assistance (Medicaid)

Maryland Health Connection
Maryland Health Connection is a place to shop for health insurance.

• Online:
  www.marylandhealthconnection.gov/
  To create a user account go to “Enroll Now” on the Home page.

• Phone: Maryland Health Connection
  Call Center Toll Free: 1.855.642.8572
  TTY: 1.855.642.8573

• Mail: You may request a paper application ONLY by calling the Call Center Toll Free: 1.855.642.8572 (TTY: 1.855.642.8573). Paper applications must be mailed to:
  Maryland Health Connection
  P.O. Box 2160
  Manchester, CT 06045

• In Person: Local Health Departments or Departments of Social Services (DSS) – find the location nearest you on page 44
Accessing Services

**Employed Individuals with Disabilities (EID)**
Want to work and keep your benefits? Learn how with the Employed Individuals with Disabilities program.
Call Toll Free: 1.866.373.9651
TTY: 1.866.373.9652 or
mmcp.dhmh.maryland.gov/eid/SitePages/Home.aspx

**HealthChoice**
Maryland’s statewide managed care program. Provides healthcare to most people with Medicaid.
Call Toll Free: 1.800.284.4510
TDD: 1.800.977.7389
mmcp.dhmh.maryland.gov/healthchoice/

**Maryland Children’s Health Plan (MCHP)**
Provides health coverage to children up to age 19 and pregnant women of any age.
Call Toll Free: 1.855.642.8572
TDD: 1.800.735.2258 or
Online: mmcp.dhmh.maryland.gov/chp

**Medical Assistance for Families**
Provides health care to parents or families caring for children.
Call Toll Free: 1.800.456.8900
mmcp.dhmh.maryland.gov/SitePages/Home.aspx

**Traumatic Brain Injury (TBI) Program**
Maryland’s home and community based service waiver for adults with traumatic brain injury. For more information contact the Behavioral Health Administration.
Phone: 410.402.8476
bha.dhmh.maryland.gov/
Click on Clinical Services, Traumatic Brain Injury
Confidentiality

Protecting your privacy is important to us. Contact ValueOptions®, Inc. if you have questions or concerns about how your protected information is shared. We will 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 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 look at how participants use services so we can provide better care

Your Rights Are To:

• 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, 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

Your Responsibilities Are To:

• 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

• Believe that you can change and grow
• Take charge of your health and choices one day at a time
• Ask for support if you need it - accept help from people you trust
• Educate yourself about your medical conditions and treatment options
• Actively participate in treatment - tell people what helps, what hurts
• Find providers that you trust - be honest about what is going on in your life
• Schedule regular health checkups with your primary care doctors

Confidentiality is an ethical responsibility that may not be discussed accessible only to those who need to know at the level of official classified information.

ValueOptions®, Inc. is a Beacon Health Options Company
Your Input is Valued

Complaints
ValueOptions®, Inc. wants to hear from you. Contact us if you have concerns about our services or your mental health or substance related disorder services. We will work to resolve your concerns right away when possible. Please review the information below to learn how to file a complaint. Complaints are handled by our Quality Management Department.

• Quality of Service Complaints – This type of complaint relates to not being satisfied with a service or process from ValueOptions®, Inc.
• Quality of Care Complaints – This type of complaint relates to not being satisfied with treatment or services from a mental health or substance related disorder provider or facility

What to Include in Your Complaint
• Briefly describe the incident or your concern
• Dates and time
• People involved
• Contact information (optional): name, telephone, mailing address

How to Submit a Complaint
You have several choices:
• Call Toll Free: 1.800.888.1965 or TTY: 1.866.835.2755
• Fax: 1.877.381.5571
• Mail to: ValueOptions®, Inc. Attention: Complaints 1099 Winterson Road, Suite 200 Linthicum, MD 21090

What Happens After You Submit a Complaint?
• Quality of Service Complaints – Staff coordinates the investigation of these complaints
• Quality of Care Complaints – Staff forwards these complaints to the Behavioral Health Administration to investigate

Time Frames
Staff sends a letter within 5 calendar days to let you know we received your complaint. We investigate and resolve complaints within 30 calendar days. We mail another letter to you within this time period that explains:
• Action taken and/or planned to resolve complaint
• If no action is possible or appropriate
• Your right to request a Resolution Review if you do not like the decision
• You have 90 calendar days after receipt of our letter to make your request

Resolution Review Process
A resolution review is similar to an Appeal. Our Director of Quality Management coordinates this level of review. We mail a letter within 5 calendar days informing you that we received your request. We complete our investigation and send you another letter with the decision within 30 days of receipt of your request.

Collaboration on Complaints
We forward all complaints to the Behavioral Health Administration (BHA) daily. BHA has a Complaint Review Committee that meets monthly with representatives from ValueOptions®, Inc., Core Service Agencies and Local Addiction Authorities.
Complaints, Grievances and Appeals

Office of Health Care Quality
You have the right to file a complaint with the Office of Health Care Quality (OHCQ). OHCQ is a state agency within the Department of Health and Mental Hygiene. They monitor the quality of care in healthcare facilities and community residential programs.

Office of Health Care Quality
Community Mental Health Unit
Spring Grove Hospital Center
Bland Bryant Building
55 Wade Avenue
Catonsville, MD 21228

Call Toll Free: 1.877.402.8218 or 410.402.8218
Submit a complaint form on the internet:
http://www.dhmh.state.md.us/ohcq

Provider Complaints
You have a right to file a complaint with your provider if you are not satisfied with services or have a concern about staff. Health care programs licensed or approved by the OHCQ are required to have a written complaint process. Programs must provide you with a copy if you ask for it. Provider must resolve your complaint in 30 days.

Grievance and Appeals
In the Public Behavioral Health System you have the right to file a grievance if you disagree with a decision by ValueOptions®, Inc. 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 ValueOptions®, Inc., your Core Service Agency or Local Addiction Authority.

Definitions
Service Authorization
Clinical Care Managers (CCM) are behavioral health professionals employed by ValueOptions®, Inc. 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 additional information 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/she will refer your case to a ValueOptions®, Inc. psychiatrist. If the psychiatrist denies services you will receive a letter from ValueOptions®, Inc.. The letter explains the reason services were denied and how to file a grievance and appeal.
Complaints, Grievances and Appeals

**Denial** – A denial is a decision by ValueOptions®, Inc. to not authorize services requested by a provider. Our psychiatrist will deny services if they review your medical information and find that the level of services requested are not medically necessary. Only psychiatrists may deny services based on medical necessity. ValueOptions®, Inc. will work with you, the provider, Core Service Agencies, Local Addiction Authorities and others to find services are that available and appropriate.

**Grievance** – A grievance is a process available to participants to request a formal review of a decision by ValueOptions®, Inc. to deny services. ValueOptions®, Inc. provides one level of grievance following the initial decision to deny services. You may file a grievance when you disagree with the decision. If the grievance level one is upheld and you still disagree then you may request a second grievance by contacting the Behavioral Health Administration.

**Appeal** – An appeal is a formal process available to Medicaid participants and Medicaid providers to request the Office of Administrative Hearings (OAH) to review a decision made by the Department or its designee.

**Office of Administrative Hearings (OAH)**

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**

Consumers, providers, and advocates submit grievance request to ValueOptions®, Inc. by telephone, fax, email or postal mail. Most grievances are filed by providers on your behalf because they understand the policies and procedures in the public mental health system. If you decide to file a grievance, you may request assistance at any time from your provider or advocate of your choice. Here is what happens: If you disagree with the decision you may take either or both of the steps below:

**File a Level I Grievance with ValueOptions®, Inc.**

Level I grievances must be submitted within 10 business days of the denial. A psychiatrist will review the information and make a decision within 24 hours or close of next business day for an urgent request and 5 calendar days for non-urgent requests. The psychiatrist may refer you to other community support services. ValueOptions®, Inc. will mail you and your provider a letter with the outcome of the Level I grievance within 2 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.
Complaints, Grievances and Appeals

File a Level II Grievance
Level II grievances must be submitted to the Behavioral Health Administration (BHA) within 10 business days of the denial. The BHA generally completes reviews within 30 calendar days and notifies the consumer, provider and ValueOptions®, Inc. in writing once a decision has been reached.

BHA’s decision is final for uninsured eligible consumers. BHA will notify Medicaid recipients of their right to a Medicaid Fair Hearing at the Office of Administrative hearings.

File a Medicaid Fair Hearing Appeal with the Office of Administrative Hearings (OAH)
Medicaid Fair Hearing Appeals must be submitted in writing within 90 days of a decision to deny services. Your expenses in connection with the hearing such as transportation and baby-sitting costs will be paid by the Department of Health and Mental Hygiene (DHMH). Attorney’s fees are not paid. You may call witnesses and present evidence to support your appeal. OAH decisions are FINAL.

Contact Information
ValueOptions®, Inc.
Toll Free: 1.800.888.1965
Phone: 410.691.4049 or 410.691.4034
Fax: 1.877.381.5571
Email: Grievances@valueoptions.com
http://maryland.valueoptions.com
Mail: ValueOptions®, Inc.
Grievance Department
1099 Winterson Rd., Suite 200
Linthicum, MD 21090

Behavioral Health Administration
Telephone: 410.402.8300
TTY/MD Relay: 1.800.735.2258
http://bha.dhmh.maryland.gov
Mail: Behavioral Health Administration, Attention: Grievances and Appeals
Spring Grove Hospital Center
Dix Building
55 Wade Avenue
Catonsville, MD 21228

Office of Administrative Hearings
Toll Free: 1.800.388.8805
Telephone: 410.229.4100
TTY: 410.229.4267
Fax: 410.229.4111
Website: www.oah.state.md.us
Mail: Office of Administrative Hearings
11101 Gilroy Road
Hunt Valley, Maryland 21031-1301
Peer Support

What is Peer Support?
Peer refers to people who have things in common. Peers use their shared experiences to help each other. Peer support is based on the view that people who have overcome hardships can offer useful help to others who are facing like issues. Peer support is mutual and of one’s choice. Each person is helped through the relationship. Mutual support differs from naturally occurring support in that it is an intentional process.

Does Peer Support Aid Recovery?
Yes, research shows that peer support can help:

- Increase hope
- Increase self-advocacy and independence
- Improve mental health and decrease symptoms
- Reduce substance use
- Improve a sense of belonging to community
- Increase awareness of early warning signs
- Improve coping skills
- Improve communication with providers
- Reduce hospitalizations and shortened length of stays

Role of Peers
Peers have many roles in public behavioral health systems. Peers may include volunteer and paid staff. Peers are found in peer run programs, advocacy groups, community mental health programs, Managed Care Organizations (MCOs), state hospitals, and public agencies. Examples of peer roles may include:

- Advocate
- Bridger/connector
- Clinical Team Adjunct
- Recovery Coach
- Educator
- Friend
- Health Promoter
- Mentor
- Peer Supporter
- Peer Specialist
- Program Director

Certified Peer Recovery Support Specialists (CPRS)
Maryland’s Certified Peer Recovery Support Specialist program, in conjunction with the Maryland Addiction and Behavioral Health Professional Certification Board (MABPCB), provides State certification for individuals who provide direct peer-to-peer support to others who have mental health, substance use, or co-occurring disorders. Due to their lived experience, CPRS’s can, with specialized training and guidance, draw from their own journey of recovery to inspire hope and provide support to others who are facing similar situations.

To learn more about consumer support services, contact the Office of Consumer Affairs, 410.402.8447 or http://bha.dhmh.maryland.gov/SitePages/Consumer%20Affairs.aspx.

To learn more about the CPRS credential, contact the MABPCB, 1.866.537.5340 or https://mapcb.wordpress.com/certification/.
“It would have been good to have role models. People I could look up to who had experienced what I was going through. People who had found a good job, or who were in love, or who had an apartment or house of their own. People who were making a valuable contribution to society.”

- Dr. Patricia Deegan is a college professor and leader in the Mental Health Consumer Movement who lives with a mental illness

**Wellness Recovery Action Plans®**

WRAP® is a personal wellness tool. You can use your WRAP® to help you get well, stay well and become who you want to be. It can help you live the life you want. Creating a WRAP® must be voluntary. WRAP® is based on five recovery concepts:

- Hope
- Personal Responsibility
- Education
- Self-Advocacy
- Support

A WRAP® starts with a wellness toolbox, filled with simple, safe ideas. The wellness toolbox is filled with things that help you feel good, stay well, and enjoy your life. You can use these tools to feel better even when going through challenges. A WRAP® can guide you through a process of finding out:

- What you are like at your best
- Things you need to do each day to stay well
- Things that may upset you (triggers) and what you can do if these things happen
- Early warning signs that you are not feeling well and things you can do to feel better
- Signs that things are getting worse and things you and/or your supporters can do to help you feel better
- Signs that you may be having a crisis and things your supporters can do to help you
- What to do after a crisis has ended to help you get back your wellness

To learn more about WRAP classes in your area contact On Our Own of Maryland, Inc.
Phone: 410.646.0262
www.onourownmd.org

The Substance Abuse Mental Health Services Administration designated WRAP® as an evidenced based practice. Classes must meet Fidelity. This means that WRAP® classes must be taught by certified WRAP® facilitators who completed training approved by the Copeland Center. www.mentalhealthrecovery.org.
Recovery-Oriented Care

The purpose of behavioral healthcare is to help you live a meaningful life. There is a lot of talk about recovery and recovery-oriented care. Do you know what these terms mean? It is vital to learn about both. This will help you choose the right providers and get the most out of care.

What is Recovery?

Recovery is personal. Some people define recovery as abstinence. Others believe responsible use of medication is part of recovery. The Substance Abuse 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 start.

Principles of Recovery-Oriented Care

• **Culturally Influenced:** Adapts to who you are, language, background and way of life
• **Holistic:** Focus is on well-being (e.g., emotional, physical, social, financial, spiritual)
• **Hope:** Belief that you can recover and have a better life
• **Many Pathways:** Choose your way
• **Peer Support:** People with like issues offer help to each other

• **Person-Centered Planning and Shared Decision Making:** A partnership between you and your healthcare providers that includes high expectations and personal responsibility, decisions are made together based on your preferences, values and best practices, includes high expectations and personal responsibility” focuses on strengths, setbacks are viewed as opportunities for growth

• **Trauma Informed:** Understands, responds to the impact of trauma, promotes physical, mental, emotional safety for survivors and providers, avoids practices that reinjure survivors

“My diagnosis was one thing. Recovering my dreams for the life I thought I’d lost was something much bigger.”
Health and Well-Being

Wellness is a mindful self-directed process of getting your best life. To achieve your best life you must take action to improve areas of your life that need it. You choose where to start. You may decide to work on many parts at the same time. Be sure to get help from people who support you including providers. As your health improves, you may become more aware that wellness is linked to all parts of your life. The Substance Abuse Mental Health Services Administration (SAMHSA) describes 8 dimensions of wellness.

Financial Wellness
Pleased with current and future financial status

Intellectual Wellness
Taking part in creative activities, inspired to try new things, which can be developed through taking part in school, hobbies, community involvement

Social Wellness
Building healthy, nurturing, supportive relationships, connecting to people around you, learning to balance personal, social and work life, having healthy boundaries

Physical Wellness
Taking care of your body for better health and functioning, encouraging balance between physical activities, food, and emotional wellness to keep your body in top shape

Spiritual Wellness
Seeking meaning and purpose in life, appreciating your life experiences for what they are. When you find meaning in your life experiences, you are able to create balance between your inner self and the outside world, can include religious beliefs

Occupational Wellness (work)
Knowing the value of meaningful work, letting you explore many choices and pursue the type of work you enjoy

Emotional Wellness
Coping well with your life, self-care, reduction of stress, being aware of good and bad feelings and knowing how to handle these emotions, creating satisfying relationships

Environmental Wellness
Living in pleasant, stimulating spaces that support well-being
Creating Wellness Goals

**Emotional Wellness**
How well do you handle problems in your life? How well do you cope with difficult emotions such as fear or anger? How well do you deal with conflicts? Do you have a romantic relationship? Is there anything you want to change?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

If yes, write a GOAL

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Who can help you? ________________

________________________________________________________________________

________________________________________________________________________

**Environmental Wellness**
Do you have housing? Are you satisfied with your living situation? Do you feel safe? How do you get along with your roommates? Is there anything you want to change?

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________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

If yes, write a GOAL

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________________________________________________________________________

________________________________________________________________________

Who can help you? ________________

________________________________________________________________________

________________________________________________________________________

**Occupational Wellness (work)**
Do you work? Do you like your job? If no, would you like to find a new job? What type of work do you enjoy? If you do not work, would you like a job? Is there anything you want to change?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

If yes, write a GOAL

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Who can help you? ________________

________________________________________________________________________

________________________________________________________________________
Intellectual Wellness
Do you take part in creative activities? Do you have any hobbies like crafts, listening to music? Would you like to get your GED or go to college? Is there anything you want to change?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Is this something you want to work on right now?
☐ Yes  ☐ No  ☐ Maybe
If yes, write a GOAL
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Who can help you? ___________________
________________________________________________________________________
________________________________________________________________________

Physical Wellness
Do you have concerns about your health? Are you having unpleasant side effects from medication? Do you eat well and exercise? Do you see your doctor for checkups? Are there habits you would like to change such as smoking or overeating?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Who can help you? ___________________
________________________________________________________________________
________________________________________________________________________

Financial Wellness (money)
How is your money situation? Is money something you worry about? Would you like help learning how to budget? Is there anything you want to change?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Is this something you want to work on right now?
☐ Yes  ☐ No  ☐ Maybe
If yes, write a GOAL
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Who can help you? ___________________
________________________________________________________________________
________________________________________________________________________
Spiritual Wellness
How important is faith or spirituality to you? Are you satisfied with the opportunities to participate in your spiritual practices? Is there anything you want to change?

Is this something you want to work on right now?
☐ Yes ☐ No ☐ Maybe
If yes, write a GOAL

Who can help you? ____________________

Social Wellness
Who are the most important people in your life right now? Are you satisfied with the amount of time you spend with them? Do you have enough support during hard times? Would you like to be more involved in your community? Is there anything you want to change?

Is this something you want to work on right now?
☐ Yes ☐ No ☐ Maybe
If yes, write a GOAL

Who can help you? ____________________
My Personal Strengths

We all have personal strengths and abilities. These are what make us unique. Writing down personal strengths can help you remember how great you are during times of doubt. Knowing your strengths will help you accomplish what you want from your life.

I feel really good about myself when:

_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________

My best qualities as a person are:

_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________

I am most at peace when:

_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________

Things I would not change about myself are:

_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________

My sense of humor is:

_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________

I am most proud of:

_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________

People tell me they like that I am:

_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________

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 (used with permission)
Peer Supports and Resources

Recovery Community Centers (RCC)
Peer run programs that provide peer recovery support services for persons with alcohol or substance related challenges. RCCs provide a safe and welcoming place to socialize and work on your recovery. Services vary by center. Staff are paid and volunteer. Programs and services are free. Some RCCs are located in Wellness and Recovery Centers.

Anne Arundel County
Arundel House of Hope
514 N. Crain Highway, Suite B
Glen Burnie, MD 21061
Phone: 410.863.4888
www.arundelhoh.org

On Our Own of Anne Arundel County, Inc.
132 Holiday Court, Suite 210
Annapolis, MD 21401
Phone: 410.224.0116

Baltimore City
Dee’s Place
1212 N. Wolfe Street
Baltimore, MD 21212-2130
Phone: 410.276.4035
www.hebcac.org

Helping Other People Through Empowerment, Inc. (H.O.P.E)
2828 Loch Raven Road
Baltimore, MD 21218
Phone: 410.327.5830
www.hopebaltimore.com

Penn North Community Center
2410 Pennsylvania Avenue
Baltimore, MD 21217
Phone: 410.728.2080
www.penn-north.com

Recovery in Community Inc.
31 N. Fulton Street
Baltimore, MD 21223
Phone: 410.362.1400
www.recoveryincommunity.org

Baltimore County
One Voice Northwest
3 Milford Mill Road
Pikesville, MD 21208
Phone: 410.653.6190
Located in: Marty Log Wellness and Recovery Center

One Voice Dundalk
63 Shipping Place, Suite 221
Baltimore, MD 21222
Phone: 410.282.1701
www.onourownbaltimore.org
Located in: On Our Own Inc.

Calvert County
On Our Own of Calvert County
P.O. Box 2961
Prince Frederick, MD 20678
Phone: 410.535.7576

Dorchester County
Dri-Dock Recovery and Wellness Center
206 Sunburst Highway (Route 50)
Cambridge, MD 21613
Phone: 410.228.3230
www.dri-dock.org

Frederick County
All Saints Episcopal Church
106 W. Church Street
Frederick, MD 21701
Phone: 301.663.5625
Peer Supports and Resources

Howard County
On Our Own of Howard County, Inc.
6440 Dobbin Road, Suite B
Columbia, MD 21045
Phone: 410.772.7905
www.ooohci.org

Kent County
Recovery in Motion
300 Scheeler Road
Chestertown, MD 21014
Phone: 410.778.6404

St. Mary’s County
Walden Sierra- Beacon of Hope
21800 N. Shangri-La Drive
Lexington Park, MD 20653
Phone: 301.997.1300 (ext.801)
www.waldensierra.org

Somerset County
Chesapeake Voyagers
342-C North Aurora Street
Easton, MD
Phone: 410.822.1601
www.chesapeakevoyagers.org

Washington County
Soul Haven
12 West Franklin Street
Hagerstown, MD 21740
Phone: 301.733.6676

Wicomico County
Lower Shore Friends
207 Maryland Avenue
Salisbury, MD 21801
Phone: 410.334.2173

Wellness and Recovery Centers
Wellness and Recovery centers are peer run programs that provide peer support to adults or transitional age youth (TAY) with mental health, alcohol or substance related challenges. Centers provide a safe and welcoming place to socialize and work on your recovery. Most programs and activities are free. Services vary by center.

Allegany County
HOPE Station
Part of OCA, Inc.
P.O. Box 1062
632 N. Centre Street
Cumberland, MD 21502
Phone: 240.362.7168

Anne Arundel County
On Our Own of Anne Arundel County, Inc.
132 Holiday Court, #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

Helping Other People through Empowerment (H.O.P.E)
2828 Loch Raven Road
Baltimore, MD 21218
Phone: 410.327.5830

On Our Own, Inc.
6301 Harford Road
Baltimore, MD 21214
Toll Free: 1.855.528.8588
Phone: 410.444.4500
www.onourownbaltimore.org
Peer Supports and Resources

Hearts & Ears
611 Park Avenue, Suite A
Baltimore, MD 21201
Phone: 410.523.1694
www.heartsandears.org

On Our Own Charles Street
2539 St. Paul Street
Baltimore, MD 21218
Phone: 443.610.5956
www.onourownbaltimore.org

Youth Empowered Society (YES)
A Drop-In Center for homeless youth. YES is a safe space for youth who are homeless and between the ages of 14-25, to get basic needs met and establish supportive relationships with peer staff and allies that them make and sustain connections to long-term resources and opportunities.

2313 North Charles St. First Floor
Baltimore, MD 21218
Phone: 410.235.7744
www.yesdropincenter.org

Baltimore County
On Our Own of Catonsville, Inc
7 Bloomsbury Drive
Catonsville, MD 21228
Phone: 410.747.4492 Ext. 1203
www.onourownbaltimore.org

On Our Own Dundalk & One Voice
1 Market Place
Baltimore, MD 21222
Phone: 410.282.1701/410.282.1706
www.onourownbaltimore.org

On Our Own Towson Center
Sheppard Pratt Building D
Room D020
6501 N. Charles Street
Baltimore, MD 21204
Phone: 410.494.4163
www.onourownbaltimore.org

Marty Log Wellness & Recovery Center
3 Millford Mill Road
Pikesville, MD 21208
Phone: 410.653.6190
www.prologueinc.org/marty.html

Calvert County
On Our Own of Calvert County, Inc.
24 Solomons Island Road
P.O. Box 2961
Prince Frederick, MD 20678
Phone: 410.535.7576

Cecil County
On Our Own of Cecil County, Inc.
170 West Main Street
Elkton, MD 21921
Phone: 410.392.4228

Charles County
Our Place Wellness & Recovery Center
400 Potomac Street
La Plata, MD 20646
Phone: 301.932.2737

Frederick County
On Our Own of Frederick County, Inc.
217 North Market Street
Frederick, MD 21701
Phone: 301.620.0555

Garrett County
Mountain Haven
Part of OCA, Inc.
315 Dawson Avenue
Oakland, MD 21550
Phone: 301.334.1314
Peer Supports and Resources

Harford County
New Day Wellness & Recovery Center
16 North Philadelphia Boulevard
Aberdeen, MD 21001
Phone: 443.327.7810

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
434 East Diamond Avenue
Gaithersburg, MD 20877
Phone: 240.683.5555
www.ooomc.org

Silver Spring Wellness & Recovery Center
1400 Spring Street, Suite 100
Silver Spring, MD 20910
Phone: 301.589.2303 x1086
www.thesantegroup.org/silver-spring-wellness-and-recovery-center

Prince George’s County
On Our Own of Prince George’s County, Inc.
10007 Rhode Island Avenue
College Park, MD 20740
Phone: 301.699.8939
www.onourownpg.org

St. Mary’s County
On Our Own of St. Mary’s County, Inc.
41665 Fenwick Street, P.O. Box 1245
Leonardtown, MD 20650
Phone: 301.997.1066

Talbot County
Chesapeake Voyagers
342-C North Aurora Street
Easton, MD 21601
Phone: 410.822.1601
www.chesapeakevoyagers.org

Washington County
Office of Consumer Advocates, Inc. (OCA)
265 Mill Street, Suite 200
Hagerstown, MD 21740
Phone: 301.790.5054
Soul Haven
12 West Franklin Street
Hagerstown, MD 21740
Phone: 301.733.6676

Wicomico County
Lower Shore Friends, Inc.
P.O. Box 3508
207 Maryland Ave., Suite 4 & 5
Salisbury, MD 21802
Phone: 410.334.2173
Peer Support Programs and Services

Consumer Quality Team of Maryland (CQT)
Teams of consumers and family members conduct site visits to public behavioral health programs and facilities. The teams listen non-judgmentally to what consumers have to say during voluntary, anonymous, qualitative interviews for the purpose of immediate quality improvement.
Phone: 410.235.1314 or 443.901.1560
Toll-Free: 800.572.6426
www.cqtmd.org

On Our Own of Maryland
A statewide consumer education and advocacy organization. Promotes equality in all aspects of society for people with mental illness. Provide education, training and technical assistance to peers, providers, and the public throughout the U.S. Includes a network of 24 peer run wellness and recovery center affiliates Maryland.
Toll Free: 1.800.704.0262
Phone: 410.646.026
www.onourownmd.org

Main Street Housing
Develops quality, safe, low cost housing for people with behavioral health conditions and their families
Toll-free: 1.800.704.0262
Call: 410.646.0262
www.onourownmd.org/msh

Peer Wellness and Recovery Services, Inc.
Offers trauma-informed peer support groups, classes, workshops, trainings, benefits counseling, employment assistance and consulting to persons with mental health and substance use challenges, families and community partners
Phone: 240.292.WRAP (9727)
www.pwrsinc.org

Peer Advisory Councils

Maryland Peer Advisory Council (MPAC)
Provides peer support, advocacy, and education to peer workforce throughout Maryland
Phone: 443.630.5955
www.marylandpeeradvisorycouncil.org

Behavioral Health Administration Office of Consumer Affairs Peer Integrated Care Advisory Council (PICAC)
PICAC advises the Office of Consumer Affairs on issues important to consumers.
To join the council call 410.402.8447

National Council on Alcoholism and Drug Dependence (Maryland)
Advocacy organization that raises awareness of alcohol and substance related conditions through education, information, and public policy advocacy
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 Related Problem

Talk to your primary care doctor or health care provider. Ask for a referral to a mental health or addictions professional. Learn as much as you can about the problem and treatment options. Insist on being involved in decisions affecting your family. Finding the right treatment takes time. Never give up hope. The following organizations provide information, resources, and supports to families. Please contact the organizations for more information.

Maryland Coalition of Families for Children’s Mental Health

A state-wide family network dedicated to improving services for children, youth, and families. Provides education, family navigators, support groups, training and more.
Phone: 410.730.8267
Toll Free: 1.888.607.3637
www.mdcoalition.org

- Family Navigator (FN) Services
  Provide one-to-one support to families. A FN is a parent who has cared for a child with special needs and has been trained to help other families. Navigators know about the services in Maryland and in their community, and how to apply for them. Parents or caregivers can call a FN to request assistance for their child, aged 0–21 years, with special needs. There is no cost for FN services.

Mental Health Association of Maryland

A state-wide education and advocacy organization. Provides educational programs, information and referral for children, youth, adults, and older adults.
Phone: 443.901.1550
http://mhamd.org

- Mental Health First Aid (MHFA)
  Train and certify instructors to teach the 8-hour MHFA, USA course. MHFA is the initial help given to someone developing a mental health problem or in a mental health crisis before appropriate professional or other assistance, including peer and family support, can be engaged.

National Alliance on Mental Illness Maryland (NAMI-Maryland)

Provides family and peer support programs through local affiliates who offer education, outreach, training, resources, peer and family support groups and more. Contact NAMI Maryland to find a local NAMI near you.
Phone: 410.884.8691
Warm-line: 877.878.2371
http://nami-md.org

- Family to Family Education Program
  A 12 week course for family caregivers of individuals with serious mental illness. NAMI-trained caregivers teach the course. The curriculum focuses on schizophrenia, bipolar disorder, clinical depression and more. The course discusses treatment for certain illnesses and teaches the knowledge and skills that family members need to cope with the challenges of living with a relative with a mental illness. Classes are free.
Peer Supports and Resources

The Parents Place of Maryland
The Parents’ Place of MD offers guidance and resources related to Special Education and health information services, including one-on-one support and training programs that allow parents to become better advocates for their children with special needs.
Phone: 410.768.9100 (voice/TDD)
www.ppmd.org

Maryland Transitioning Youth
Resources for students with a disability and family members, to help plan for life after high school. This includes planning for college, work, transportation, housing, health care, and daily living.
www.mdtransition.org

Special Education Services
Services for children and youth who have been determined emotionally disabled by their school system may receive intensive counseling and behavioral services in school through special education. For more information on services, contact a Family Support Specialist at the Maryland Department of Education.
Phone: 410.767.0255 or 410.767.8696
www.marylandpublicschools.org

• Individuals with Disabilities Education Act (IDEA) A law ensuring services to children with disabilities. IDEA governs how states and public agencies provide early intervention, special education and related services to eligible infants, toddlers, and children and youth with disabilities.

• Individualized Education Program (IEP) A written education plan for providing special education and related services for students with a disability. Parents are involved in the development of the plan

For additional support or 1:1 assistance in navigating special education services, contact Maryland Coalition of Families for Children’s Mental Health or The Parents Place of Maryland at the numbers listed on pages 39 and 40. Staff offer support and assistance to families seeking special education services.

Students Against Destructive Decisions (SADD)
SADD is a peer-to-peer education, prevention, and activism organization dedicated to preventing destructive decisions, particularly underage drinking, other drug use, risky and impaired driving, teen violence, and teen suicide.
www.sadd.org

Teens and Young Adults OK 2 Talk
Website blog that encourages young people to talk about their mental illness or other topics.
Toll Free: 1.800.273.8255
www.ok2talk.org
Peer Supports and Resources

Transitional Age Youth (TAY) Outreach Project
(On Our Own of Maryland)
Empowers youth with mental health struggles to share their experiences and speak out about the kind of help and services they’d like to see within the mental health system where they receive care.
Phone: 410.646.0262
Toll Free: 1.800.704.0262
www.onourownmd.org

Youth M.O.V.E
A national youth led organization that seeks to improve services and systems that serve youth including mental health, juvenile justice, education, and child welfare. There are chapters located in multiple states.
Phone: 1.800.580.6199
www.youthmovenational.org

Youth M.O.V.E. Eastern Shore (Midshore Mental Health Systems)
Serving: Caroline, Cecil, Dorchester, Kent, Queen Anne’s, Somerset, Wicomico, Worcester Counties
Phone: 410.770.4665
www.msmhhs.org

Deaf and Hard of Hearing/ Visually Impaired
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
Maryland Parity Project
Phone: 443.901.1550
www.mhamd.org

ValueOptions® MemberConnect
View your Maryland public behavioral health benefits 24 hours 7 days a week.
http://maryland.valueoptions.com

Job Support
Job Accommodation Network (JAN)
Toll-free: 1.800.526.7234
TTY) 1.877.781.9403
http://askjan.org

Maryland Department of Disabilities
Phone (Voice or TTY): 1.800.637.4113
www.mdod.maryland.gov

Maryland State Department of Education
Division of Rehabilitation Services (DORS)
Toll Free: 1.888.554.0334
http://www.dors.state.md.us

Maryland Ticket to Work Program
Toll Free: 1.888.554.0334
TTY/TDD) 410.554.9411
www.dors.state.md.us

Legal Services
Maryland Disability Law Center
Phone: 410.727.6352
TDD: 410.727.6387
Toll Free: 1.800.233.7201
www.mdlclaw.org

Maryland Legal Aid
Phone: 1.866.635.2948
www.mdlab.org

Information and Education
AchieveSolutions®
ValueOptions®, Inc. online health and lifestyle resources.
http://maryland.valueoptions.org
Peer Supports and Resources

Black Mental Health Alliance for Education and Consultation
Phone: 410.338.2642
www.blackmentalhealth.com

International Association of Peer Supporters
www.inaops.org

Maryland Department of Education
www.marylandpublicschools.org

Mental Health First Aid
www.mentalhealthfirstaid.org

NAMI In Our Own Voices
http://nami-md.org

National Center for Trauma-Informed Care
Phone: 1.877.726.4727
TTY 1.800.487.4889
www.samhsa.gov/nc tic

National Empowerment Center
Toll-Fee: 1.800.769.3728
www.power2u.org

Addiction Resources
Easy Read Facts on Drug Use
(listen or read)
www.easyread.drugabuse.gov

Faces & Voices of Recovery
www.facesandvoicesofrecovery.org

Maryland Addiction and Behavioral Health Professionals Certification Board
www.mapcb.org

Maryland Tobacco Quitters
(Ages 13 years +)
Toll-free: 1.800.784.8669
http://smokingstopshere.com

National Institute on Alcohol Abuse and Alcoholism
www.niaaa.nih.gov

National Institute on Drug Abuse
www.drugabuse.gov

Partnership for a Drug Free America
www.drugfreeAmerica

Substance Abuse Mental Health Services Administration
www.SAMHSA.gov

12 Step 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

12 Step Recovery Groups - Family and Friends
Al-Anon & Al-Ateen
www.al-anon.org

Nar-anon & Narateen
www.nar-anon.org

Medication Assisted Peer Support
Medicated Assisted Recovery Project
www.marsproject.org

SMART Recovery support groups
www.smartrecovery.org
Veterans Services

Maryland’s Commitment to Veterans
Toll Free: 1.877.770.4801
http://veterans.dhmh.maryland.gov
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 helps link you with needed resources; so that veterans and family members know they are not alone.

VETS-4-Warriors
Peer Support Services (warm line & connects you to crisis line)
Phone: 1.855.838.8255
Connect with a veteran through online chat:
http://www.vets4warriors.com
Hours: 24 hours 7 days a week
Area Served: Nationwide
Confidential/Anonymous telephone counseling and ongoing support to veterans, active duty, reserves, National Guard and their loved ones. Staffed by veterans.

Veterans Crisis Line
Toll-free: 1.800.273.8255
TTY service: 1.800.799.4889
You may also connect with a live person through online chat:
www.verteranscrisisline.net
Hours: 24 hours 7 days a week
Area Served: Nationwide
Crisis support for veterans, active duty, reserves, National Guard and their loved ones even if you are not registered with the VA or enrolled in VA health care.
Maryland Department of Social Services and Local Health Departments

**Allegany County**

*Department of Social Services*
1 Frederick St.
Cumberland, MD 21502
Phone: 301.784.7000

*Local Health Departments*
12501 Willowbrook Rd.
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 Departments*
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 Rd.
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 Departments*
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 Rd.
Baltimore, MD 21212
Phone: 410.853.3340

Local Health Department
6401 York Rd., 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 Departments
975 Solomons Island Rd.
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 Departments
403 S. 7th St.
Denton, MD 21629
Phone: 410.479.8000

Carroll County
Department of Social Services
1232 Tech Ct., Suite 1
Westminster, MD 21157
Phone: 410.386.3300

Local Health Departments
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 Departments
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 Departments
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 Departments
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 Departments
350 Montevue Ln.
Frederick, MD 21702
Phone: 301.600.1029
## Maryland's Public Behavioral Health System

<table>
<thead>
<tr>
<th>County</th>
<th>Department of Social Services</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garrett County</td>
<td>Department of Social Services</td>
<td>12578 Garrett Hwy. Oakland, MD 21550</td>
<td>301.533.3000</td>
</tr>
<tr>
<td></td>
<td><strong>Local Health Departments</strong></td>
<td>1025 Memorial Dr. Oakland, MD 21550</td>
<td>301.334.7720</td>
</tr>
<tr>
<td>Harford County</td>
<td>Department of Social Services</td>
<td>2 South Bond St., Suite 300 Bel Air, MD 21014</td>
<td>410.836.4700</td>
</tr>
<tr>
<td></td>
<td><strong>Local Health Departments</strong></td>
<td>34 N. Philadelphia Blvd., Suite 216 Aberdeen, Maryland 21001</td>
<td>410.273.5626</td>
</tr>
<tr>
<td>Howard County</td>
<td>Department of Social Services</td>
<td>7121 Columbia Gateway Dr. Columbia, MD 21046</td>
<td>410.872.8700</td>
</tr>
<tr>
<td></td>
<td><strong>Local Health Departments</strong></td>
<td>8930 Stanford Blvd. Columbia, MD 21046</td>
<td>410.313.6300</td>
</tr>
<tr>
<td>Kent County</td>
<td>Department of Social Services</td>
<td>350 High St. Chestertown, MD 21620</td>
<td>410.810.7600</td>
</tr>
<tr>
<td></td>
<td><strong>Local Health Departments</strong></td>
<td>125 S. Lynchburg St. Chestertown, MD 21620</td>
<td>410-778-1350</td>
</tr>
<tr>
<td>Montgomery County</td>
<td>Department of Social Services Rockville</td>
<td>1301 Piccard Dr., 2nd Floor Rockville, MD 20850</td>
<td>240.777.4600</td>
</tr>
<tr>
<td></td>
<td><strong>Silver Spring</strong></td>
<td>8818 Georgia Ave. Silver Spring, MD 20910</td>
<td>240.777.3100</td>
</tr>
<tr>
<td></td>
<td><strong>Germantown</strong></td>
<td>12900 Middlebrook Rd. Germantown, MD 20874</td>
<td>240.777.3420</td>
</tr>
<tr>
<td></td>
<td><strong>Local Health Departments</strong></td>
<td>Rockville LHD 1335 Piccard Dr., 2nd Floor Rockville, MD 20850</td>
<td>240.777.0311</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Silver Spring LHD 8630 Fenton St., 10th Floor Silver Spring, MD 20910</td>
<td>240.777.0311</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Germantown LHD 12900 Middlebrook Rd. Germantown, MD 20874</td>
<td>240.777.0311</td>
</tr>
<tr>
<td>Prince George’s County</td>
<td>Department of Social Services Hyattsville</td>
<td>6505 Belcrest Rd., Ground Floor Hyattsville, MD 20782</td>
<td>301.209.5000</td>
</tr>
<tr>
<td></td>
<td><strong>Landover</strong></td>
<td>425 Brightseat Rd. Landover, MD 20785</td>
<td>301.909.6000</td>
</tr>
</tbody>
</table>
South County MSC
4235 28th St.
Temple Hills, MD 20748
Phone: 301.316.7700

Local Health Departments
425 Brightseat Rd., #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 Departments
206 N. Commerce St. #1
Centreville, MD 21617
Phone: 410.758.0720

Somerset County
Department of Social Services
30397 Mt. Vernon Rd.
Princess Anne, MD 21853
Phone: 410.677.4200

Local Health Departments
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 Departments
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 Departments
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 Departments
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 Departments
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 Departments
9730 Healthway Dr.
Berlin, MD 21811
Phone: 410.632.1100