**Hope Health Systems (HHS) Programs**



**Who We Are**

Founded in Woodlawn, Maryland in 1999, Hope Health Systems is a private, for-profit organization with nearly a decade of experience in providing direct mental health, substance abuse, and community support services to adults, children, and adolescent clients in institu- tional and outpatient settings in Maryland. Accredited through The Joint Commission, formerly known as JCAHO (Joint Commission Accreditation of Healthcare Organization); CARF (Commission on Accreditation of Rehabilitation Facilities; and certified through the MDOT as a Minority Business Enterprise (MBE). In early 2015, HHS received Deemed Status certification from the state of Maryland. The responsibility for diagnostic and treatment services is vested in a multi-disciplinary team comprised of psychiatrists, licensed social workers, licensed professional counselors, marriage and family li- censed therapists, public health educators and other mental health professionals.

**Mission Statement**

**To assist mentally ill persons return to their**

**optimal level of functioning in their environment.**

**Mission at Work**

The work of HHS is deeply rooted in a mission that guides our work, day after day, and year after year. From the beginning, our mission has always asked us to reach beyond the activities of a normal busi- ness day and not only see, but also understand the lives of our pa- tients and the importance of targeting the emotional stability of the client, but also extend our focus to the family as the basic unity of the community, to ensure the client maintains optimal levels of functioning.

**Vision Statement**

To become a national leader of mental health services; our goal is to provide mental health services that will allow children, adolescents, and adults become productive citizens in their communities and society.

**Guiding Principles**

* Provide a great work environment and treat each other with respect and dignity
* Embrace diversity as an essential component in the way we do business
* Apply highest standards of excellence to providing quality health care service to children, adults, and their families
* Contribute positively to our community
* Recognize that profitability is essential to our future success

**Hope Health Systems Programs at a Glance**

Over twenty-five years of relevant experience and in-depth knowledge in delivering mental health, early intervention, training, consultation and treatment services.

**Outpatient Mental Health Clinic (OMHC)** - Our services at the OMHC level are designed to promote mental health and improve func- tioning in children, youth, adults and families. In addition, our services are tools used to effectively decrease the prevalence and incidence of mental illness, emotional disturbance and social dysfunction.

**Expanded School-Based Mental Health (ESMH)** - Our School Mental Health (ESMH) programs augment existing services provided by the school and help to ensure that a comprehensive range of services (assessments, preventions, case management and treatment) are available on site at schools with parents and students receiving additional supportive services through our main center located in Woodlawn. We currently serve sixty (60) Public Schools in Baltimore County, Baltimore City and Charles County.

**Mobile Treatment Services Unit (MTS)** - Mobile Treatment Ser-vices are designed specifically for adults and children with major mental illness who are unable to participate in OMHC settings. A team of nurses, therapists, a case managers, and psychiatrists provide medication management, supportive individual and group psychotherapy, and case management services. Mobile treatment services are delivered in the patient's home or in appropriate community settings when necessary. HHS has also partnered with more than 5 homeless shelters in the Baltimore area to provide MTS within.

**Psychiatric Day Treatment Program (PDTP)** - Our PDTP is an intensive treatment program designed to help stabilize acute symptoms and prevent hospitalizations or recurring ER visits for children, adolescents, and adults. This program setting provides individual, family and group counseling; psychiatric evaluations; medication management; behavioral plan development; targeted case management; and various recreational activities.

**Health Homes** - Our Health Home program provides health promotion and education services in coordination with PRP and MTS pro-grams. HHS staff facilitates collaboration between primary care, specialists, behavioral health providers, community-based organizations and school- based providers (for minors). Health Homes integrates somatic and behavioral healthcare services to promote holistic well-being.

**Behavioral Health Care Coordination** – The Behavioral Health Care Coordination programs assists minors with psychiatric illnesses while providing their family with support and access to resources within the community. HHS utilizes a team approach by identifying all supports in the family’s lives and ensuring that ll services are family centered. Families are assigned a care coordinator who helps assess, prioritize, and advocate for the needs of the family while developing a supportive team of people. Family needs are addressed through referral to appropriate services, and through coordination of services with multiple providers and unpaid supporters.

**Psychiatric Rehabilitation Program (PRP)** - Our Psychiatric Re- habilitation Program provides services to children, adolescents and adults. Each client is assigned a Family Services Coordinator (FSC) based upon the needs of the client as well as personality matches. The FSC provides one-on-one assistance via mobile treatment in the home, community, and/or HHS office. The client and FSC build a strong, sup- portive relationship to improve areas such as social skills, coping skills, self- sufficiency, academic/vocational success, anger management, family relationships and community integration. Visits will focus on addressing these areas of development while engaging in recreational activities.

**Substance Abuse Treatment Services** - HHS provides preventative and treatment services for the illicit use of a substance *as* a drug, including the nonmedical use of prescription drugs. HHS provides outpatient treatment and Early Intervention (DWI-Education) services in the OMHC.

**Geriatric service team (GST)** - is a multidisciplinary group of healthcare professionals dedicated to the care of older adults, focusing on their unique medical, social, and psychological needs. The goal of this team is to promote the health, independence, and quality of life for elderly patients. Staff work in various settings, within the community and homes of seniors in Baltimore County providing holistic and comprehensive care tailored to the complex needs of older adults. GST professionals ensure a coordinated approach to treatment, enhancing both health outcomes and the overall well-being of their patients.

**Intensive Outpatient Program (IOP)** - is a structured treatment program designed for individuals who require more support than traditional outpatient services but do not need the 24-hour supervision of inpatient care. The aim of an IOP is to provide adequate support while allowing individuals to live at home and maintain their daily responsibilities, facilitating a transition to a healthier lifestyle. Participants receive an array of treatment approaches that include individual and family therapy, medication evaluations and management and group therapies.

**Correctional and Aftercare Mental Health Services** -Baltimore City Juvenile Justice Center (BCJJC (DJS)) - Provide mental health services to youth in the juvenile center. Each client is given a thorough psychosocial history to determine the need for further services, such as individual counsel- ing, group counseling, substance abuse assessment, psychiatric evaluation, and family therapy. Other services provided include family counseling and family workshops, which help the families to connect with specific programs in the community to aid in the reduction of recidivism. In addition, lengthy court ordered psychosocial and psychiatric evaluations are completed to help determine the appropriate placement for youth that are committed to the Department of Juvenile Services. MHM Services, Inc. (MHM) - Provide be- havioral health and medical services in correctional facilities, state psychiatric hospitals, and other community settings, services include caseload management, pharmaceutical/psychotropic management, and specialized mental health programming for an increasingly diverse inmate population Partnering with Centurion Managed Care, HHS provides community re-entry pro- grams for released inmates and serves as a direct link to community re- sources. HHS' goal is to provide more integrative services in addition to medication management, have a continuum of services available to released in- mates, to provide reciprocal training and education opportunities and ensure continuity of care for transferring inmates on the mental health caseload.

**Adult Targeted Case Management (TCM) Program**

Our Adult Targeted Case Management (TCM) program is designed to provide comprehensive support to adults with mental health needs, ensuring they have access to the services and resources necessary for their well-being. This program is aimed at individuals who require assistance in navigating complex systems of care, including health services, social support, and community resources.

**Program Features:**

* **Personalized Care Coordination:** Each participant in the TCM program is assigned a dedicated case manager who works closely with them to develop a personalized care plan. This plan addresses the unique needs of the individual, focusing on achieving specific health and wellness goals.
* **Access to Resources:** Our case managers connect participants with a variety of services, including mental health treatment, medical care, housing assistance, employment support, and more. We ensure that all necessary resources are accessible to help individuals lead stable and productive lives.
* **Ongoing Support:** The TCM program provides continuous support, with case managers regularly monitoring progress and adjusting care plans as needed. We emphasize building long-term relationships to ensure sustained success and improvement in quality of life.
* **Advocacy and Empowerment:** We advocate for the rights and needs of our participants, ensuring they receive appropriate services and support. Our goal is to empower individuals to take an active role in their care and make informed decisions about their future.
* **Collaborative Approach:** The TCM program involves collaboration with various service providers, community organizations, and family members to create a strong support network for each participant. This holistic approach ensures that all aspects of an individual’s life are considered in the care planning process.

**Service Area:**

Please note that our Adult TCM program exclusively serves clients residing within Baltimore City. We are dedicated to supporting the local community and ensuring that Baltimore City residents have access to the services they need.

**Eligibility:**

The Adult TCM program is available to adults who have a diagnosed mental health condition and are in need of assistance with coordinating care and accessing services. Participants must meet specific eligibility criteria, which can be discussed with one of our intake coordinators.

# Adult Services

**Family League and Family Recovery Program (FRP)** - a division of Family League of Baltimore, FRP is a family-support initiative administered through the Maryland Juvenile Court. This nationally recognized program provides parents with the substance abuse treatment they need along with a full range of supportive services, including: mental health care, transportation, housing assistance and case management support. This program has worked in partnership with Hope Health Systems, Inc. and the Juvenile Court to serve the Baltimore community. HHS provides mental health assessments to determine appropriate referrals as needed and provides direct mental health services through individual, couple and family therapy as well as support groups at FRP.

# Client Services

Services offered include:

* Medication management
* Psychiatric Evaluation
* Tele-Psychiatry
* Family Counseling
* Group Counseling
* Psychiatric Rehabilitation
* Referral Services (continuity of care)
* Family/Parent Training
* Care Coordination
* Off-Site Treatment Services (Mobile)
  + Intake Assessment/Evaluation
  + Crisis Intervention
  + Ongoing evaluation and assessment
  + Intensive and interactive individual counseling
  + Family Counseling
  + Substance Abuse Programming
  + Medication evaluation and education
  + Case Conferencing

**Hope Health Systems (HHS) Programs (cont.)**

**Partnerships**



Through partnerships with physicians, therapists, schools, other behavioral health care centers and facilities, and community -based organizations, HHS works to foster healthier and promising futures for patients and their families. That is what partnership means at HHS.

HHS has partnered and collaborated with local and national

child-serving and community-based organizations, public and charter schools, colleges and universities, hospitals, other

mental health clinics and facilities, federal and local government agencies which include but not limited to the following:

* + Behavioral Health Systems Baltimore
  + KIPP Charter Schools
  + Kennedy Krieger Institute and Universal Counseling
  + Baltimore City and County Public Schools
  + Family League of Baltimore
  + Department of Labor (DOL)
  + Department of Justice (DOJ)
  + My Sister’s Place
  + Our Daily Bread
  + Hannah More Emergency Shelter
  + Eastern Family Resource Center
  + Youth Opportunities Center
  + Baltimore Healthy Start
  + School Based Service: BHSB & DOL
  + Department of Juvenile Services
  + Family Recovery Program

**Contracts**

HHS is a subcontractor to MHqM as of April 1, 2012 and partner

in Release/Discharge and Transfer Process. MHM Services, Inc. is the leading correctional mental health provider in Maryland, providing a wide array of behavioral health and medical services in correctional facilities, state psychiatric hospitals, and other community settings.

**Subcontractor**

HHS is a subcontractor to Centurion Managed Care as of April 2012 and partner in Release/Discharge and Transfer Process. Centurion Man- aged Care is the leading correctional mental health provider in Mary- land, providing a wide array of behavioral health and medical services in correctional facilities, state psychiatric hospitals, and other community settings.

Services offered include:

* Direct Link to Community Resources
* More Integrative Services in addition to Medication Management
* Continuum of Services available to release inmates
* Reciprocal Training and Education Opportunities
* Continuity of Care for Transferring Inmates on the Mental Health

Caseload

HHS is also subcontracted to provide mental health and support ser- vices to the Youth Opportunities Center (YO Center) through the Balti- more City Mayor’s Office of Employment Development. This program aims to provide wide-ranging, support services and opportunities for participants to reach their academic and career goals. The YO Center has successfully helped young people, previously disconnected from traditional learning environments, to increase their wage earnings and education credentials.

**Convenient Locations and Hours of Operation**

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| **BALTIMORE COUNTY**  1726 Whitehead Road  Woodlawn, MD 21207  Phone: 410-265-8737  **BALTIMORE CITY**  2605 Banister Road  Baltimore, MD 21215  Phone: 410-878-0236 | **CARROLL COUNTY**  6210 Georgetown Blvd  Eldersburg, MD 21784  Phone: 410-216-5500 |
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Flexible hours of operation and appointments, as well as evening hours and after-hours responsiveness.

# Hours of Operation

Monday-Thursday 9am-8:30pm

Friday 9am-4pm