

OUR ORGANIZATION

Mid Shore Behavioral Health (MSBH) is one of the Core Service Agencies (CSAs) under contract with the State of Maryland's Behavioral Health Administration (BHA), a division of the Department of Health and Mental Hygiene (DHMH). Core Service Agencies, Local Addictions Authorities, and Local Behavioral Health Authorities are mandated to comply with the Annotated Code of Maryland Health General Article 10-1201 through 1203. MSBH, as a CSA, functions under the DHMH Secretary's authority. The primary responsibility is for community planning, management, and monitoring of publicly funded medically necessary mental health services in the five-county region for consumers across the life span: children, adolescents, adults and the aging population.

RESOURCES, GUIDANCE,
WHOLENESS, & HOPE

OUR PROMISE

MSBH promises to be a **resource** when consumers need it most. Additionally, MSBH promises to be a leading CSA for providers, and among local behavioral health authorities statewide. We strive to educate the public about behavioral health, and seek to build a robust continuum of quality mental health, substance related disorders, and recovery support services.

We offer dependable **guidance** to consumers, family members and providers to connect to needed services and recovery supports. We deeply care about our consumers, providers and our community. We strongly believe that behavioral health is essential to **whole** health. It is our goal that our consumers feel welcomed, empowered, and hopeful as they progress on their respective journeys of recovery and towards a healthier quality of life. We seek to improve the health and wellbeing of consumers and the **entire** community, because we believe that when one is better, we are all better. We have **hope** that we can achieve wellness together, and aim to inspire others to join us in doing so.

ARE YOU IN CRISIS? Eastern Shore Crisis Response

Serves as the behavioral health emergent, urgent and information and referral call center for all nine counties of the Eastern Shore: Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico and Worcester Counties. The Eastern Shore Operations Center (ESOC) is available 24 hours a day, 7 days a week to assess and respond to calls from consumers, family members, community members, businesses and human services agencies. ESOC staff provide linkage to community resources through referral to all appropriate and existing behavioral health and human services.

EASTERN SHORE
CRISIS RESPONSE HELPLINE
1.888.407.8018
AVAILABLE 24 HOURS A DAY, EVERY DAY

28578 Mary's Court, Suite 1
Easton, MD 21601
P: 410.770.4801 | F: 410.770.4809
midshorebehavioralhealth.org



Subscribe to our newsletters!

MSBH distributes a Weekly Newsletter, which includes news, job and training opportunities, flyers, and other information from our organization and other area agencies, as well as a monthly Behavioral Health Services Network Newsletter.

If you wish to receive any of the above, please email ehorney@midshorebehavioralhealth.org.



MID SHORE
BEHAVIORAL HEALTH
RESOURCES, GUIDANCE, WHOLENESS, & HOPE

*Serving Caroline, Dorchester, Kent,
Queen Anne's, and Talbot Counties*



OUR MISSION

To continually improve the provision of behavioral health services for residents of Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties through effective coordination of care in collaboration with consumers, their natural support systems, providers and the community at large.

OUR VISION

A rural behavioral healthcare delivery system that is clinically and culturally competent. This system will ensure access, have a community focus, be cost-effective, and be integrated to serve the community as a whole.



SERVICES & PROGRAMS

Continuum of Care Housing Program

We serve as the lead agency for the five county Continuum of Care (CoC) known as the Mid-Shore Roundtable on Homelessness. The Roundtable, under leadership from Mid Shore Behavioral Health, applies yearly for funding from the Department of Housing and Urban Development to provide permanent supportive housing for individuals and families who are homeless and have a mental health disability. The Roundtable strives to address the complex issues of homelessness in our rural region. We also ensure the provision of Homeless Management Information System (HMIS) Administration and participate in statewide meetings and planning efforts.

Consumer Support Services

Mid Shore Behavioral Health provides assistance to consumers of the public behavioral health system receiving behavioral health treatment and rehabilitation services within the fee for service network. This assistance is obtained via a "Consumer Support Services" Request for pharmacy assistance, transportation to behavioral health-related appointments, laboratory costs as it relates to behavioral health treatments, and other support needs that help to achieve or stabilize community placement, which include one-time annual help with first month's rent, security deposit, utility turn on or deposit, basic household goods to establish a residence, or past due utility, rent, or mortgage if the applicant can show sustainability, referred to as a "special needs." All applications are subject to evaluation and approval. Incomplete applications will be denied and returned.

Behavioral Health Services Network

The Behavioral Health Services Network (BHSN) is a group that meets quarterly to discuss trends, changes, and issues concerning behavioral health on the Eastern Shore. The network is the avenue through which Mid Shore Behavioral Health regularly meets with consumers, family member(s), providers and community leadership to share information, concerns and ideas about what is happening on a federal, state and local level with behavioral health, and learn their observations, experiences, concerns and ideas. The network comprises six workgroups focused on specific areas of need within the systems of care. We also distribute a monthly newsletter for the network titled "Changes."

Forensic Mental Health Program

The Forensic Mental Health Program (FMHP) focuses on the intersection between the criminal justice and mental health systems. This program works to evaluate the behavioral health needs of criminal defendants, often making recommendation for care to the courts. The program offers support and guidance to defendants and probationers in connecting to the community behavioral health and recovery support resources available on the Mid-Shore. The FMHP staff works closely with Judges, Masters, Parole and Probation Agents and local detention centers to assist in cases where the defendant has mental health and/or co-occurring issues. The FMHP staff can provide mental health evaluations, jail diversion plans, referral and resource connection, mental health treatment monitoring, and advocacy. Case management services are provided for diversion and monitoring cases.

Residential Rehabilitation Program

A Residential Rehabilitation Program (RRP) provides housing and supportive services to single individuals. The goal of residential rehabilitation is to provide services that will support an individual to transition to independent housing of their choice. Residential Rehabilitation Programs provide staff support around areas of personal needs such as medication monitoring, independent living skills, symptom management, stress management, relapse prevention planning with linkages to employment, education and/or vocational services, crisis prevention and other services that will help with the individual's recovery.

Complaint Investigation

As part of our responsibilities for local systems accountabilities and self-governance, MSBH assists consumers, providers and partners by investigating and resolving concerns about access and quality of care or service. MSBH works to empower consumers, family members and community partners to address their concerns directly with the individual or program whenever possible. MSBH utilizes a complaint investigation process that ensures safety, values the dignity and worth of all, ensures compliance with applicable policy and law, and seeks resolution that improves quality of care and support. This collaborative approach works with local providers, and may involve the Behavioral Health Administration, the Office of Health Care Quality, and Beacon Health Options, the Administrative Service Organization, for resolution.

To learn more about our programs, visit
midshorebehavioralhealth.org