

MEMORANDUM

April 29, 2014

TO: Government Operations and Fiscal Policy (GO) Committee

FROM: Marlene Michaelson, ^{MM} Senior Legislative Analyst

SUBJECT: FY15 Operating Budget for Community Engagement Cluster -- Commission for Women Counseling Services

The Government Operations and Fiscal Policy (GO) Committee reviewed the budget for the Community Engagement Cluster (CEC) on April 23. The Committee members learned that the Commission for Women (CFW) planned to transition their counseling services from three part time, temporary social workers to having counseling provided on a contractual basis. Committee Members asked for more information on this proposal and how it would impact the constituents they serve. Attached on © 1 to 21 is their response.

They indicate that they had always intended to contract out for these services and created part time temporary positions because it was the quickest way to get the program up and running. They believe that there are significant advantages to contractual services as described on © 1. In summary, they believe contractual services will provide the following benefits:

- It will be easier to contract for and maintain the appropriate level of skilled staffing and provide the necessary professional and legal back up, as well as the administrative support.
- An existing mental health service provider will have the appropriate facility, staff, supervisory structure, legal, and administrative support in place, and will be able to effectively handle all situations and a wide range of clients with varying presenting problems.
- They should be able to purchase at least as much service under this arrangement as they have been able to provide this past year, and possibly more. Using dedicated staff requires paying them based on their availability rather than number of clients served. With a contractual provider, the County could pay only for the number of counseling sessions conducted, potentially increasing the number of individuals served.
- If needed, they can easily increase or decrease the amount of services we purchase from an outside provider.

Executive staff has also provided information on the types of issues their counselors address and other counseling services provided by the County Government and non-profit organizations. Staff believes that it will be important for the Executive to coordinate all contractual counseling services provided by the County to insure that all targeted groups are being served in the most efficient and effective manner possible.

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Michaelson, Marlene

From: Kassiri, Fariba
Sent: Thursday, April 24, 2014 6:04 PM
To: Michaelson, Marlene
Cc: Vaughan-Prather, Judith; Vallone, Helen P.; Davis, Gerri
Subject: CFW Counseling Services
Attachments: MentalHealthResources-MC.pdf

Importance: High

Marlene,

In response to the questions raised at yesterday's Council GO Committee work session, we are providing the information below regarding the proposal to contract out the CFW counseling service to a non-profit provider in FY 15. Also attached is a list of the service providers to whom the CFW counselors refer clients and from whom client referrals are received. We have a first draft of the Scope of Services for the RFP, which I'd be happy to share with you if that would be helpful.

Response to GO Committee on contracting out the CFW Counseling Services:

For FY 2014, the CFW had hired three multi-lingual social workers in part-time, temporary positions to provide collaborative, solution-focused, short-term counseling services designed to help individuals effectively address challenging life transitions. Counseling is available by appointment on Tuesdays, Wednesdays and Thursdays from 9 a.m. to 5 p.m. Counseling services are available in English, Spanish, French, Portuguese and Arabic.

All three social worker positions were originally created as part time temporary positions in order to quickly get the program up and running, but the long term plan was to contract out the services. Currently, an RFP is being developed that will seek an independent non-profit mental health services agency to provide the services outlined below at its own location, under contract with the County Government through the CFW. The benefits of such an arrangement include:

- It will be more sustainable. With the current \$140,000 appropriation for this service, it is difficult to maintain the appropriate level of skilled staffing and provide the necessary professional and legal back up as well as the administrative support. We have had several very serious cases present as "walk ins," some of whom had to be petitioned for emergency hospitalization because they presented a danger to themselves or to others. Of course, the CFW staff collaborates with the Crisis Center and Mental Health Access teams on these cases, but there is no one on-site to consult with the social work staff, and the setting here in the library and the shared office suite can be difficult for such incidents.
- An existing mental health service provider will have the appropriate facility, staff, supervisory, legal and administrative support in place, and will be able to effectively handle all situations and a wide range of clients with varying presenting problems.
- We should be able to purchase at least as much service under this arrangement as we have been able to provide this past year, and possibly more. Using dedicated staff requires paying them on a "shift basis," so that they are paid for the hours worked, rather than by the actual number of clients served. It is possible that we can contract with an existing mental health service provider to pay for the number of counseling sessions conducted (rather than the number of counseling sessions available). For example, even if the contracting agency takes 15% (\$21,000) for administrative costs, that leaves \$119,000 remaining, and at \$100 per session (just an estimate) that could purchase over 1100 counseling sessions.
- In addition, if needed, we can easily increase or decrease the amount of services we purchase from an outside provider.

It is for the reasons outlined above that the CEC budget proposed to contract out for the CFW counseling services in FY 15. .

The following is a summary of the eligibility criteria and the counseling services provided this year by the CFW:

Eligibility criteria for CFW counseling services have been:

- Montgomery County residents;
- Adults 18 years and older;
- Single with no dependent children and **income of less than \$50,000** per year; or
- Single with dependent children and **income less than \$75,000 per year**; or
- Married with a combined income of less than \$75,000 year.
- **Without access to insurance coverage** for mental health counseling.

CFW Counseling services address the following issues:

- Family crises and difficult life transitions, including separation & divorce
- Challenges balancing work and family
- Managing self-esteem issues
- Effective communication in the family or workplace
- Problems in relationships
- Financial literacy
- Senior women's issues

As of February 28, the CFW Counseling Service :

- Received 121 referrals for counseling
- Provided counseling to 80 individuals (66% of those referred)
- Provided 594 counseling sessions (Pro-rated estimate would be 900 sessions for the entire year.)

Of the 80 individuals participating in counseling services at the CFW:

- Thirty-three percent (33%) were speakers of languages other than English
 - 22% were Spanish-speaking, and Spanish-speaking individuals now make up half of the referrals received.
- 83% of the clients receiving counseling at the CFW have incomes of less than \$30,000 per year.
 - 43% have incomes of less than \$10,000 per year
 - 23% have incomes between \$10,000 and \$20,000
 - 21.5% have incomes between \$20,000 and \$30,000

The CFW Counseling Service also offered 16 seminars over the past nine months, with a total attendance of 282. Twelve of the seminars were provided in partnership with the Bar Association of Montgomery County and focused on the legal process of separation and divorce, four of these were conducted in Spanish. Other seminar topics included personal finances, mediation, senior women and cultural competence for services to Muslim women. Another five seminars are scheduled in the remainder of this fiscal year.

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Michaelson, Marlene

From: Kassiri, Fariba
Sent: Friday, April 25, 2014 4:01 PM
To: Michaelson, Marlene
Cc: Vaughan-Prather, Judith; Vallone, Helen P.; Davis, Gerri
Subject: RE: CFW Counseling Services
Attachments: RFP-ScopeofServices.doc; MentalHealthResources-MC.PDF; Attachment # 8.doc

Importance: High

Marlene: Please see the following responses to your questions. let me know if you have any questions or need additional information. Thanks.

A) Can you let me know what the key elements would be of the contractual services? The key elements of the contractual services will be focused on providing collaborative, solution-focused, short-term counseling services in the following seven categories. Under this contract, the eligibility requirements will remain the same, as the following six factors. For more details, please refer to the attached copy of *RFP scope of services* document.

CFW contract counseling services will address the following issues:

1. Family crises and difficult life transitions, including separation & divorce
2. Challenges balancing work and family
3. Managing self-esteem issues
4. Effective communication in the family or workplace
5. Problems in relationships
6. Financial literacy
7. Senior women's issues

Eligibility criteria for CFW contract counseling services will remain the same as the following:

1. Montgomery County residents;
2. Adults 18 years and older;
3. Single with no dependent children and income of less than \$50,000 per year; or
4. Single with dependent children and income less than \$75,000 per year; or
5. Married with a combined income of less than \$75,000 year.
6. Without access to insurance coverage for mental health counseling.

B) I would like to better understand what population the Commission serves and the types of counseling they will provide.

As of February 28, 2014, the CFW Counseling Service provided counseling to 80 individuals and total of 594 counseling sessions (Pro-rated estimate would be 900 sessions for the entire year.) Of the 80 individuals participating in counseling services, 66 individuals (83%) had incomes of less than \$30,000 per year, and 34 individuals (43%) had incomes of less than \$10,000. At this point, I was not able to get a summary of the types of counseling provided to these 80 individuals. But the counseling sessions to those 80 individuals were focused on providing collaborative, solution-focused, short-term counseling services on any of the following seven categories:

- 1) Family crises and difficult life transitions, including separation & divorce;
- 2) Challenges balancing work and family;
- 3) Managing self-esteem issues;
- 4) Effective communication in the family or workplace;
- 5) Problems in relationships;
- 6) Financial literacy;
- 7) Senior women's issues.

As indicated above, the contract services will continue to provide collaborative, solution-focused, short-term counseling services in those seven categories.

C) I also need a list of other counseling services provided by the County with a description of the population served and types of counseling provided.

The attached pdf file, titled Mental Health Resources, is a compiled list other counseling services, with a description, provided by the County and other, mostly, non-profit entities. I have also attached copy of the referral services list that was developed by CFW back in 2011 when we were consolidating some of our services. Please note that there are other service providers in our region that, similar to CFW, serve those in need and in certain income category without access to insurance coverage - see below examples.

Pro Bono Counseling Project: *Provide free mental health care to individuals, families and couples who cannot receive care from any source.*

Child Center and Adult Services, Inc.: *Provide mental health counseling to uninsured children, adults, couples, and families in Montgomery County who need counseling but do not have insurance.*

Center for Healthy Families: *The Center for Healthy Families provides affordable therapy services to families, couples, and individuals. Sliding scale between \$20 and \$60 or lower for eligible clients.*

George Washington University Center Clinic: *Sliding-scale fees based on incomes; no one turned away for financial reasons.*

Montgomery County Crisis Center: *The Crisis Center provides 24-hour telephone or walk-in crisis counseling, brief crisis stabilization, and help in obtaining services for individuals and families in a situational or mental health crisis, for adult abused persons and for sexual assault victims. There is no charge for crisis services.*

The Women's Center: *The mission of The Women's Center is to improve significantly the psychological, career, financial and legal well being of women, men, couples and families, regardless of their ability to pay.*

Maryland Psychotherapy Clinic and Research Lab: *Provides low-cost counseling and psychotherapy to adults. Treatment focuses on insight and understanding difficulties in relationship problems, depression, anxiety, and grief and loss.*

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From: Michaelson, Marlene
Sent: Friday, April 25, 2014 9:12 AM
To: Kassiri, Fariba
Cc: Vaughan-Prather, Judith; Vallone, Helen P.; Davis, Gerri
Subject: RE: CFW Counseling Services

Fariba,

Draft RFP: CFW Counseling Services Scope of Services

1. Background/ Intent

The Montgomery County Commission for Women (CFW) seeks a qualified entity to provide counseling to eligible clients. Services will be provided at the Contractor's offices during its regular business hours..

The Montgomery County Commission for Women is an advisory board to the Montgomery County Government. Established by law in 1972, the Commission is comprised of 15 residents from the community, appointed by the County Executive and confirmed by the County Council.

The CFW-CS (Commission for Women – Counseling Service) seeks to offer collaborative, solution-focused, short-term counseling and seminars to help individuals effectively address challenging life transitions.

The intent of the contract resulting from this RFP is to provide counseling and seminars for women, couples and families of Montgomery County meeting the eligibility criteria established by the CFW-CS.

2. Scope of Services

A. The Contractor must:

- Provide counseling services to eligible clients meeting the following eligibility criteria:
 - Adults 18 years and older;
 - Single with no dependent children and income of less than \$50,000 per year; or
 - Single with dependent children and income less than \$75,000 per year; or
 - Married with a combined income of less than \$75,000 year.
 - Without access to insurance coverage for mental health counseling.
- Provide counseling services that address the following issues, but are not limited to:
 - Family crises and difficult life transitions, including separation & divorce
 - Challenges balancing work and family
 - Managing self-esteem Effective communication in the family or workplace
 - Problems in relationships
 - Acculturation issues
 - Senior women's issues

- Accept referrals from individuals, partner agencies including but not limited to nonprofit and Montgomery County agencies. Potential clients who are not assigned to a CFW-CS counselor should be put on a wait list; however, some clients must take priority based on clinical emergencies. All reported victims of domestic violence should be referred to the Montgomery County Abused Person Program (APP) or Family Justice Center; victims of crimes should be referred to the Montgomery County Victim Assistance Program (VASAP); individuals dealing with severe and persistent mental illness should be referred to the Montgomery County Access to Behavioral Health Program and the Crisis Center.
- Provide short-term counseling to clients limited to 12 sessions. If additional services are needed beyond that, contractor should refer client to the Access to Behavioral Health Program in order to ensure continuation of services.
- Maintain a case record for each active client and ensure the confidentiality of all records in accordance with standard social work practice.
- Charge no fee for counseling to clients meeting the eligibility criteria for this program. A nominal registration fee may be charged for seminars not to exceed a \$10 pre-registration fee or a \$15 registration fee at the door, the day of the event. Fees must be waived for any registrants who are recipients of public financial assistance programs.
- Provide 1100 sessions of counseling and provide at least 20 seminars for a combined total audience of at least 500.
- Conduct seminars to focus on but not limited to:
 - Legal Process of Divorce and Separation (Informational)
 - Mediation and Alternative Dispute Resolution (Informational).
 - Financial Literacy (Informational).

B. The Contractor must employ a Counseling Coordinator. The Counseling Coordinator must possess the following minimum qualifications:

- Master's degree in social work from a school accredited by the Council on Social Work Education.
- Licensed at the LCSW-C level by the Maryland Board of Social Work. Active licensure should be maintained throughout employment at the CFW-CS.
- Approved clinical supervisor by the Maryland Board of Social Work.
- A minimum of three years experience providing counseling to low income and diverse populations.
- Supervisory experience preferred.
- Bilingual in Spanish or another language preferred.

C. The Contractor must employ counselors who must possess the following minimum qualifications:

- Master's degree in social work from a school accredited by the Council on Social Work Education.
- Licensed at the at the LGSW or LCSW-C level by the Maryland Board of Social Work. LCSW-C preferred. Active licensure should be maintained throughout employment at the CFW-CS.
- At least one of the Counselors must be fluent in Spanish and able to provide culturally competent services in Spanish. .
- A minimum of one year experience providing counseling services to low income and diverse populations.

D. The contractor must provide each client, both in counseling and seminars, the opportunity to complete a confidential client satisfaction survey, available in English and Spanish if appropriate.

E. The contractor must provide monthly, quarterly and annual reports outlining the number and type of services provided under this contract, client demographic data to include gender, ethnicity, age, income, marital status, source of referral, presenting issue to be addressed in counseling, type of therapy provided (individual, marital, couple), number of active clients, number of referrals received and number on the waiting list; and a statistical summary of the client evaluations received.

Mental Health Resources and Services

I. Crisis Services

Montgomery County Crisis Center

1301 Piccard Drive, 1st Floor Rockville, MD 20850
Phone: 240-777-4000

The Crisis Center provides 24-hour telephone or walk-in crisis counseling, brief crisis stabilization, and help in obtaining services for individuals and families in a situational or mental health crisis, for adult abused persons and for sexual assault victims. There is no charge for crisis services.

II. Access and referral to Mental Health Services

Montgomery County Access Team

255 Rockville Pike, Suite 145 Rockville, MD 20850
Phone: 240-777-1770

Walk-In: Monday from 9:00am – 10:30am and 1:00pm – 3:00pm.
Tuesday through Friday from 9:00am – 11:00am and 1:00pm – 3:00pm.

This team helps people living in Montgomery County obtain and/or access behavioral health services (mental health and substance abuse). Adult consumers who are eligible for substance abuse services are linked to the Addictions Services programs in the County. Consumers of all ages who are eligible for the Public Mental Health System are linked with providers who are able to provide the requested service at a location convenient for the consumer.

Network Of Care

www.networkofcare.org

Information to help link consumers to support groups and personal advocacy resources in the community.

Washington Psychiatric Society

Phone: 202-595-9498

E-mail: admin@dcpsych.org

www.dcpsych.org

Online psychiatrist locator. Medical specialty organization composed of approximately 1,000 physicians who specialize in the diagnosis and treatment of mental illnesses, including substance abuse disorders

III. Counseling

Affiliated Community Counselors, Inc.

15841-A Crabbs Branch Way Rockville, MD 20855

Phone: 301-251-8965

E-mail: therapist@accirockville.org

www.accirockville.org

Counseling, psychotherapy for individuals, families and couples, and psychological testing and evaluations. Free seminars. Sliding fee schedule. Most insurance plans are accepted including Medicaid.

Family Services Agency

610 East Diamond Avenue, Suite 100 Gaithersburg, MD 20877

301-840-3208

E-mail: info@fs-inc.org

www.familyservicesagency.org

Jewish Social Service Agency

301-838-4200 (MD)/ 703-204-9100 (VA)

www.jssa.org

Individual, family and group therapy. Behavioral, Emotional and Psychological Evaluations: For children and adolescents, ages 4 - 17, who are having trouble at school, seem unhappy or bored, exhibit problematic behavior, or are having difficulty developing and maintaining relationships. Psychiatric Evaluations and Medication Management: For adults who have received an assessment by JSSA clinicians and who are recommended for psychiatric evaluation or medication management as the most appropriate treatment plan.

Vesta, Inc.

Germantown Horizon Outpatient Clinic

20410 Observation Drive, Suite 108 Germantown, MD 20876

Phone: 240-296-5862

Walk-in intakes on Tuesdays 10am - 4:30pm ONLY

Silver Spring Horizon Outpatient Clinic

8737 Colesville Road, Suite 700 Silver Spring, MD 20910

Hours: Monday, Wednesday and Thursday: 11:00am - 8:00pm; Tuesday: 3:00pm - 8:00pm; Saturday (1st, 3rd, and 5th): 10:00am - 2:00pm.

E-mail: irc@vesta.org

www.vesta.org/omhc

Licensed mental health professionals offer mental health clinical services, including individual, family, couples and group therapy; on-site, off-site and in-home therapy; psychiatric assessment and medication management; and psycho-education programs on parenting, anger management, social skills and dealing with difficult adolescents. Most insurance, including Medicaid, Medicare and PAC, accepted. Uninsured Maryland residents accepted if they meet certain criteria.

Montgomery Department Of Health And Human Services: Abused Persons Program (APP)

1301 Piccard Drive, Rockville, MD 20850

Phone: 240 777 4210

Information Provided By: Montgomery County Health & Human Services Department

The Abused Persons Program (APP) serves victims of domestic violence (spouse or partner abuse) in Montgomery County.

Hours:

Monday through Friday, 8:30am - 5:00pm.

Montgomery Department Of Health And Human Services: Victim Assistance program (VASAP)

1301 Piccard Drive, Rockville, MD 20850

Phone: 240-777-1355

*24-hour telephone and walk-in crisis counseling, information, and referral, 24-hour crisis outreach counseling services for victims of sexual assault at hospitals and police station, Individual and group counseling, by appointment, Psychiatric evaluation, treatment, and consultation, Support groups for surviving family and friends of homicide and vehicular homicide victims, Assistance through the criminal justice system, including support and accompaniment during legal procedures and collaboration with the police, state's attorney's office, and other county agencies upon client request, Assistance in applying to the Maryland Criminal Injuries Compensation Board and coordination of the claim with the Board, Compensation for income-eligible victims from the Montgomery County **Crime Victims' Compensation Fund**, Anonymous third party reporting of rape and sexual offenses to the Montgomery County Police Department upon client request, Educational programs on victim rights, sexual assault/rape, crime prevention for professionals and community groups.*

Maryland Psychotherapy Clinic and Research Lab

2140 Biology - Psychology Building, University of Maryland, College Park, MD 20742

Phone: call 301-405-5820 or email mpcrl@umd.edu

The Maryland Psychotherapy Clinic and Research Lab (MPCRL) provides low-cost counseling and psychotherapy to adults in the Prince George's, Montgomery County, and Washington, D.C. area. Treatment focuses on insight and understanding difficulties in relationship problems, depression, anxiety, and grief and loss.

Center for Healthy Families

1142 School of Public Health, College Park, MD 20742

Phone: 301-405-2273

www.thecenterforhealthyfamilies.com

The Center for Healthy Families provides affordable therapy services to families, couples, and individuals. Sliding scale between \$20 and \$60 or lower for eligible clients.

Pro Bono Counseling Project

Phone: 301-805-8191/ 410-323-5800/ 877-323-5800 (Toll Free)

www.probonocounseling.org

Provide free mental health care to individuals, families and couples who cannot receive care from any source.

Transition and Depression: Elderly and Underserved program focuses on women and men over age 55 to prevent suicide, victimization from abuse, neglect, financial exploitation or other violent crime. This program also links seniors and family members to a licensed mental health professional who will provide care at no cost. The Jean Steirn Cancer Program links licensed mental health therapists with cancer patients and their families/caregivers who otherwise could not afford treatment. Caring for the Caregivers links families and individuals who have limited resources with licensed mental health therapists at no cost; offer additional resources and supportive links to the community; and provide free transportation to appointments when necessary.

Washington Pastoral Counseling Service

9727 Georgia Avenue Silver Spring, MD 20910

Phone: 301-681-3201

www.wpcs.org

Interfaith, non-profit low cost mental health services to children, individuals, couples and families. Range of issues include early childhood trauma, separation and divorce, spouse abuse and battering, mood disorders such as depression, behavioral and substance addictions, communication skill deficits, and grief and abuse recovery. Accept many insurances. Offers sliding scale.

Child Center and Adult Services, Inc.

Shady Grove Professional Building 16220 S. Frederick Ave., Suite 502 Gaithersburg, MD 20877

Phone: 301-978-9750 (V)

E-mail: info@ccascounseling.com

www.ccascounseling.org

Provide mental health counseling to uninsured children, adults, couples, and families in Montgomery County who need counseling but do not have insurance. Accept most insurance plans and have a sliding fee scale.

Eugene Meyer III Treatment Center

5028 Wisconsin Avenue, Suite 400 Washington, DC 20016

Phone: 202-537-6050

E-mail: wspcd.info@wspdc.org

www.wspdc.org/mTC.htm

Non-profit mental health clinic offering affordable services to persons in the Washington, DC metropolitan area. Clinic services include individual, group, couples and family psychotherapy; psychiatric evaluations and medication consultations also available. Insurance plans accepted; sliding-fee scale available.

George Washington University Center Clinic

1922 F Street, NW, Suite 103 Washington, DC 20052

Phone: 202-994-4937

www.gwu.edu/~cclinic

Non-profit clinic, staffed by advanced doctoral students in the university's professional psychology program. Provide short- and long-term mental health treatment. Offer psychology assessments and psychotherapy for individuals, family, couples and group therapy. Open to clients in Maryland, DC and Virginia. Sliding-scale fees based on incomes; no one turned away for financial reasons.

Pastoral Counseling & Consultation Centers of Greater Washington

7003 Piney Branch Road, NW Washington, DC 20012

Phone: 202-449-3789

www.pastoralcounselingdc.com

Mental health counseling, life and career coaching, family therapy, couples counseling, stress management, addictions, and workshops.

The Women's Center

1025 Vermont Avenue, NW, Suite 310
Washington, DC 20005

Phone: 202 293 4580

<http://www.thewomenscenter.org/>

The mission of The Women's Center is to improve significantly the psychological, career, financial and legal well being of women, men, couples and families, regardless of their ability to pay.

Planned Lifetime Assistance Network (PLAN) of MD-DC, Inc.

604 South Frederick Avenue, Suite 411 Gaithersburg, MD 20877

Phone: 301-740-8444

E-mail: admin@planofmd-dc.org

www.planofmd-dc.org

Provide professional counseling to assist clients and families with problem solving, life events, and general mental health support. Assistance applying for housing and vocational rehabilitation programs. Coordinate medical care.

Georgetown Family center

4400 McArthur Boulevard, NW, Suite 103 Washington, DC 20007

Phone: 202 965 4400 or 800 432 6882

E-mail: info@thebowencenter.org

www.georgetownfamilycenter.org

A non-profit fee-for-service clinic that offers affordable psychotherapy to individuals and families in the greater Washington community on issues such as anxiety, physical illness, marital discord, family relationships and workplace difficulties. Sliding scale available and is based on annual income, family size and insurance benefits.

National Resiliency Center

451 Hungerford Drive, Suite 225 Rockville, MD 20850

Phone: 301 610 5666

www.divorceabc.com

Offers individual and family therapy, support groups and educational seminars focused on divorce and separation.

VI. Counseling for individuals with limited English proficiency

Mental Health Association (MHA) of Montgomery County

1000 Twinbrook Parkway Rockville, MD 20851

Phone: 301-424-0656 ext. 520

E-mail: info@mhamc.org

www.mhamc.org

Provide free of charge counseling services for uninsured Montgomery County residents in French and Spanish.

Korean Community Service Center of Greater Washington

847-J Quince Orchard Blvd, Gaithersburg, MD 20878

Phone: 240-683-6663

<http://www.kcscgw.org/>

Counselors Helping South Asians/ Indians

Phone: 443 615 1355

www.chaicounselors.org

Provides information, referrals and educational resources on mental health and counseling for the South Asian community.

Islamic Center of Maryland Social Services program

Phone: 301 840 9440

www.icomd.org

Offers counseling, social services and financial support.

Muslim Community Center

Phone: 301 384 3454

www.mccmd.org

Provides counseling, a free clinic and financial assistance.

V. Services for individuals dealing with severe and persistent mental illness

Montgomery County Department of Health: Adult Behavioral Health Program

2424 Reedie Drive, Wheaton, MD , 3rd Floor
Phone: 240-777-4694

Provides outpatient mental health services including medication management, counseling and case management to low-income Montgomery County residents who are experiencing serious mental illness and who are unable to access the public mental health system due to lack of public benefits or income.

Rock Creek Foundation - Affiliated Santé Group

12120 Plum Orchard Drive, Suite E Silver Spring, MD 20904

Phone: 301-572-6585
www.thesantegroup.org

Outpatient mental health treatment, rehabilitation, and crisis intervention services for children, adolescents, adults, and seniors who have severe and persistent mental illness, developmental disabilities and/or emotional or behavioral challenges, and individuals with co-occurring disorders.

Psychiatric Rehabilitation Program: 301-589-2303 Behavioral, social, and recreational support in group settings. Practical life skills are offered in real life community settings. Opportunities are provided to learn independent living skills, interpersonal and social skills, behavioral self-management, and community adaptation.

Special Outreach Assessment Rehabilitation (SOAR): 1-888 867-2683 (Admissions) Provide individuals with life-skills training. Services include medication monitoring, case management, functional assessments, social skills support, health promotion and training, and therapeutic recreation. Senior Outreach Team (SORT): 301-572-6585 x 2190 (V) Address the unmet mental health needs of Montgomery County homebound senior citizens age 60 and older. Provide assessments, brief psychotherapy and practical support to help homebound individuals and families deal with issues like difficult behaviors, stress, depression, adjustment and chronic disease management. Also offer classes on mental health and wellness issue for seniors.

Outpatient Mental Health Clinic: 301-589-2303(Admissions): Recovery by providing psychotherapy, counseling, medication evaluation and management. Residential Rehabilitation Program: Behavioral, social, and recreational support within the community living arrangements. Career Designs Supported Employment: Community-based competitive and supportive employment placements that match the client's interests, values, and skill level. Mental Health Outreach for Persons with Developmental Disabilities: Crisis prevention, assessment, and stabilization, home intervention, family or caretaker education, behavior management training, consultation to group homes, shelters, day treatment programs, foster care providers, or others providing services to the target population, continuing outpatient treatment for those with qualifying mental disorders, and emergency support services.

Wellness and Recovery Program 301-589-2303 x 108 Offers a wide range of services to adults who have experienced mental illness or mental health difficulties, as well as the loved ones of those individuals.

St. Luke's House, Inc.

6040 Southport Drive N. Bethesda, MD 20814

Phone: 301-493-4200

E-mail: info@stlukeshouse.org

<http://stlukeshouse.org>

Back to Work Program: Help people recovering from mental illness choose, find, and keep a job. Services include job development/vocational evaluation, supported employment, and placement services.

Residential Rehabilitation Program: 301 493-4200 x 234 Therapeutic settings in a supportive residential community, on-site counseling, help clients develop and accomplish goals, and assist with dealing with the pressures and challenges of daily life.

Outpatient Mental Health Clinic: 301-896-4234 Offer group, couples, and individual counseling and therapy, case management and psychopharmacology.

Psychiatric Rehabilitation Program (PRP): 301-896-4234 Provide psychiatric rehabilitation and support services.

Career Transition Program (CTP): 240-429-9799 (V) Provide assistance to high school students with serious emotional problems as they transition to post-secondary education, the workforce, independent living, and/or other post-high school goals.

Threshold Services, Inc. (TSI)

1398 Lambertson Drive Silver Spring, MD 20902

Phone: 301-754-1102

www.thresholdservices.org

Serve adults who have severe and persistent mental illness. Individuals live in their own homes or in units owned or rented by TSI. Services include counseling, service planning and coordination, skill development, recreation activities, and medication monitoring.

Rockville Center 751 Twinbrook Parkway, First Floor Rockville, MD 20851 301-838-4100 (V)

Silver Spring Center 8818 Georgia Avenue, 2nd Floor Silver Spring, MD 20910 301-563-7000 (V)

Provide psychiatric treatment, medication management, individual, family and group psychotherapy, psychological assessments, and case management.

Montgomery Station

Phone: 301-840-3266/ 301-840-3263 (Intake Coordinator)

Psychiatric Rehabilitation Program. Work with adults with serious mental illnesses in a variety of settings to reach their full potential in all aspects of their lives. Services include day program and outreach, and residential and vocational programs. Must be referred by Montgomery County Core Service Agency.

Bethesda Cares, Inc. (For individuals who are homeless)

7728 Woodmont Avenue, Bethesda, Maryland 20814.

Phone: 301-907-9244

Email: info@bethesdacares.org

www.bethesdacares.org

A psychiatrist is available one morning a week at the office to see patients. The social worker completes a psycho/social evaluation beforehand. The doctor may evaluate, diagnose, write prescriptions and adjust medications. The evaluations are also used for housing and benefit applications where the doctor also must sign off to the need. These services are no charge to the client.

Catholic Charities

Bethesda House David Pollock, Contact 4848 Cordell Avenue Bethesda, MD 20814

Phone: 301-907-9597

www.catholiccharitiesdc.org/page.aspx?pid=393

Transitional housing for homeless men ages 18 and older with chronic mental illness. Offer case management services to help secure permanent disability income for residents. Open to Montgomery County residents only. Referrals accepted from case managers from county or social services agencies

Community Connections

801 Pennsylvania Avenue, SE, Suite 201 Washington, DC 20003

Phone: 202-546-1512

www.communityconnectionsdc.org

Services for adults include initial assessment of mental health and residential needs, community support services, psychiatric clinic, family support, employment, day program, 24 hour on-call and crisis services. Residential services for youth ages 15 – 22 who require a therapeutic

environment to manage their psychiatric and emotional problems. Follow-up care and assistance in finding permanent housing available.

Woodley House, Inc.

1408 North Capitol Street, NW Washington, DC 20002

Phone: 202-290-1375

E-mail: woodley@woodleyhouse.org

www.woodleyhouse.org

Residential facility that provides housing for persons with mental illness. Housing options include temporary crisis care, transitional and long-term supported independent living. Provide individual comprehensive Mental Health Rehabilitative Services (MHRS) support services to every Woodley House consumer on an on-going basis. Treatment program provides psychiatric mentoring and comprehensive support services.

VI. Substance Abuse

Montgomery Department Of Health And Human Services: Outpatient Addiction Services

981 Rollins Avenue, Rockville, MD 20852

Phone: 240-777-1680

Montgomery Department Of Health And Human Services: Screening and Assessment Services for Children and Adolescents

7300 Calhoun Pl., Rockville, MD 20855

Phone: 240-777-1430

Conducts assessments and makes treatment recommendations and referrals for Montgomery county youth. Specific services include information regarding substance abuse assessment treatment services; assessment of drug and alcohol abuse as well as other related problems; urine drug screen; referral for drug and alcohol education seminars for youth and families; and referral for appropriate treatment services.

Referral Resources for CFW Counseling and Career Center Clients 3/14/2011

Affiliated Community Counselors, Inc.

50 West Montgomery Avenue, Suite 110

Rockville, MD 20850

301-251-8965

accirockville@gmail.com

<http://www.accirockville.org/>

A not-for-profit mental health clinic providing individual, couple, family and group counseling and therapy for adults, adolescents, and children. ACCI has served the Rockville area for more than 25 years.

Jewish Social Service Agency

Rockville Office

301-881-3700

Gaithersburg Office

301-990-6880

Silver Spring Office

301-587-9666

<http://www.jssa.org/>

Provides individual and group therapy, support groups, and vocational services.

Child Center and Adult Services

301-978-9750

<http://www.ccascounseling.org/>

Provides psychological evaluations, counseling and therapy for families and children.

Family Services Agency, Inc.

301-840-3200

<http://www.familyservicesagency.org/>

Offers individual, marital, family, child, adolescent and group therapy.

Washington Pastoral Counseling Services

301-681-3201

<http://www.wpcs.org/>

Provides professional counseling for individuals, couples and families.

Montgomery Works

Wheaton Office

301-946-1806

Germantown Office

240-777-2050

http://www.montgomeryworks.com/workshops_training.asp

<http://www.montgomeryworks.com/calendar.asp>

http://montgomeryworks.org/upcoming_events.asp

Workshops and training are provided on topics such as job hunting, career development, and computer training. The the links above show information for the calendar of events for trainings for March and April at the Germantown and Wheaton location. MontgomeryWorks programs change monthly depending on need, availability of trainers, and space.

**Maryland Department of Labor, Licensing and Regulation
Professional Outplacement Assistance Center (POAC)**

410-290-2600

<http://www.dllr.state.md.us/poac/>

Provides career assistance for individuals who are in the professional, technical and managerial occupations.

Rockville Women's Business Center

301-315-8096

<http://www.rockvillewbc.org/training.html>

Offers workshops and individual coaching for women interested in starting a business

CASA of Maryland: Center for Employment and Leadership

Takoma Park

301-431-3479

Silver Spring

401-431-4185

Germantown

240-777-3499

http://www.casademaryland.org/index.php?option=com_content&task=view&id=23&Itemid=74

Serves low-income Latino and African immigrants with life skills and training for employment. Works with employers to promote employment opportunities

National Family Resiliency Center

301-610-5666

<http://www.divorceabc.com/>

Offers educational seminars, workshop and mediation services for divorcing families as well as individual, group and family counseling.

Washington Metropolitan Oasis

301-469-6800

<http://www.oasisnet.org/Cities/WashingtonDCarea.aspx>

An adult educational center for those 55 and over offering classes and discussion groups.

Montgomery College

240-567-5188

<http://www.montgomerycollege.edu/wdce/ce/careerworkskills.html>

Provides training for retirement planning, financial planning and investment as well as workforce and continuing education courses in business, language skills, technical education, health sciences, art and design.

Conflict Resolution Center of Montgomery County

301-942-7700

<http://www.crcmc.org/whatweoffer/training.html>

Offers mediation services to address conflict issues in the workplace, family, neighborhoods, etc.

Spanish Catholic Center

301-740-2523

<http://www.catholiccharitiesdc.org/page.aspx?pid=357>

Provides social services, job, and legal assistance for the Spanish speaking population.

Families Foremost Center (FFC)

Mental Health Association of Montgomery County

1109 Spring Street, Suite 300 in Silver Spring

(301) 585-3424

<http://www.mhamc.org/html/pages/services/index.html>

Provides free, comprehensive services for pregnant women and parents with young children (less than four years of age). Services include: adult education (ABE/GED/ESOL) classes, in-home intervention services, parent education classes, computer literacy classes, health education classes, employment readiness classes, developmental infant and toddler programs, parent-child activities, family literacy activities, Reading is Fundamental, peer support and case management.

Montgomery County Department of Economic Development

240-777-2000

http://www.montgomerycountymd.gov/dedtml.asp?url=/content/ded/tech_transfer/bew_resources.asp

Administers networking groups for female business owners as well as a woman owned business certification program. The website provides links to other resources for female entrepreneurs.

Montgomery County Department of Health and Human Services

Behavioral Health and Crisis Services

240-777-1770

http://www.montgomerycountymd.gov/hhstmpl.asp?url=/content/hhs/bhcs/mhs_as.asp

Offers referrals for mental health and substance abuse services for eligible individuals. Provides assistant to victims of domestic violence through advocacy and counseling.

Tess Community Center

301-565-7675

<http://www.montgomerycountymd.gov/hhstmpl.asp?url=/content/hhs/offices/tess.asp>

In collaboration with HHS, Mary Center & Impact Silver Spring, bilingual Community Connectors meet with residents in the TESS office and in the community, providing information, resources and assistance to families and individuals. Free legal advice is provided to low-income families at a walk-in clinic on the 1st and 3rd Wednesday of each month.