

FY24

Annual Impact
Report





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Letter from the CEO

As I look back on this past year of service and consider what the future holds, I want to express my gratitude for the hard work and unwavering dedication of Santé's staff and our many community partners. It has been a privilege to lead such a devoted team of skilled and compassionate behavioral health professionals. Together we have navigated staff shortfalls, industry changes, and market shifts. I am deeply proud of the work that we do.

Individuals across the nation continue to face behavioral health challenges such as grief, anxiety, child, adolescent, and family behavioral health concerns, increased financial challenges, and significant increase to barriers in treatment. As these concerns continue to rise, Santé's services have had to evolve and adjust to serve individuals with more complex needs. Our services play a vital role in 13 and soon to be 15 counties in Maryland and throughout several North Carolina jurisdictions. Through our person-centered care, we are able to support the well-being of individuals and build community resilience and a holistic approach to care and equitable access for all.

This next fiscal year promises to continue our trend of quality service provision, sustainable growth, and strong partnerships. I am humbled to be a part of these communities and for Santé to continue to be a trusted provider. As Santé builds additional partnerships, FY25 will bring new and exciting endeavors and opportunities to continue to evolve to best suite the needs of our communities and provide the best possible care.

Sincerely,



Michelle Grigsby-Hackett, CEO



www.thesantegroup.org



www.facebook.com/affiliatedsantegroup



www.instagram.com/santegroupcompanies



<https://www.linkedin.com/company/the-sante-group-companies/>



Introduction to The Santé Group

Company Overview and History



The Affiliated Santé Group (Santé) is the largest provider of crisis services in Maryland. It is part of The Santé Group Companies, a family of affiliated companies dedicated to providing treatment and support to individuals and families in Maryland, Pennsylvania, and North Carolina. Together, the Affiliated Santé Group (Santé), Santé Medical Associates (SMA), Rock Creek Foundation (RCF), CriSyS, and CCRN comprise the Santé Group of companies.

The Santé Group Companies have operated community-based services for over 50 years beginning with the Rock Creek Foundation (RCF) which was founded in 1973. RCF continues to be recognized as a national pioneer in the field of independent living and psychiatric treatment for the dually diagnosed (individuals with intellectual deficits and co-occurring psychiatric disorders). RCF coined the term “dually diagnosed” before it was applied to mental health/substance use. Over the years, RCF has created and operated numerous programs that were the first of their kind both in Maryland and nationally. RCF’s ground-breaking treatment and service delivery strategies were cited by the President’s Committee on Mental Retardation as a “Program of National Significance”. Service innovations include: opening the first private non-government behavioral health center in the state (OMHC) , being the first agency to operate psychiatric rehabilitation and behavioral health clinic services solely on a fee-for-service basis without local or state support, the first out-patient clinic/PRP to make services available to clients in their community/home/job rather than in a facility, and the first agency to open and operate multi-location clinics in numerous Maryland counties. RCF’s desire to deepen its capabilities and serve a broader array of people led to the creation, in 1992, of the Affiliated Santé Group (Santé) and Santé Medical Associates (SMA).

Today, Santé provides behavioral health and crisis support to thousands of Maryland residents every year through a variety of services. Santé currently provides crisis response, outpatient behavioral health and psychiatric recovery services, as well as senior services, and a peer-run community center.



Mission



Inspiring hope in our communities by providing quality services, advocacy, and education to promote emotional well-being.

Vision



We envision a society where everyone has access to experienced and compassionate support to navigate their path to wellness and independence.

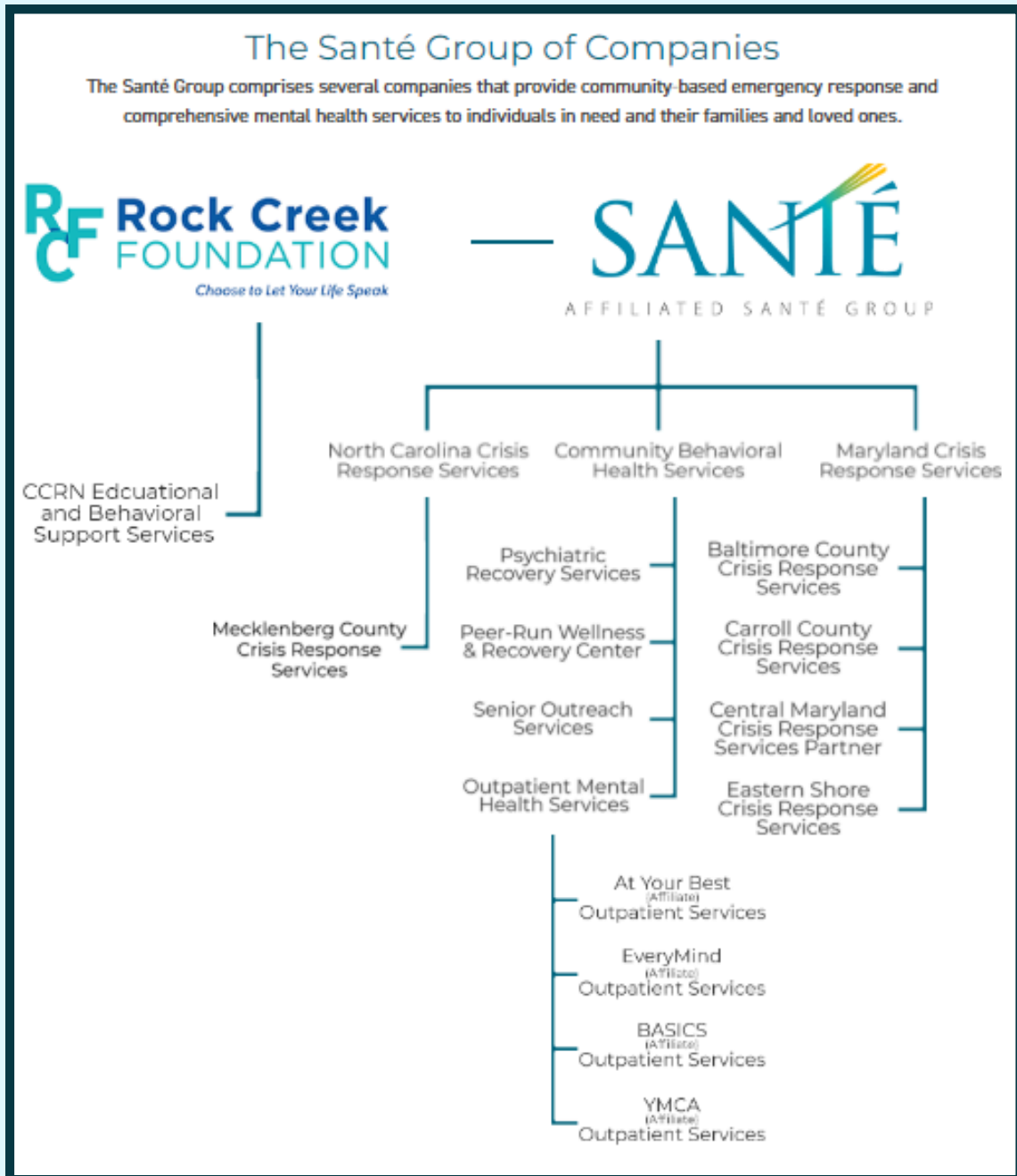
Values



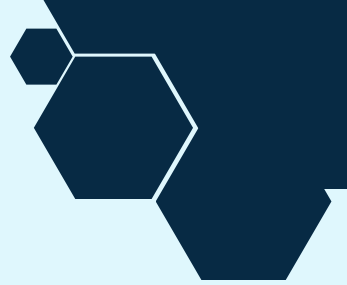
- **Recovery and Resiliency:** We are dedicated to the belief that recovery is possible and hope is always present.
- **Accountability and Integrity:** We believe that accepting responsibility and being accountable promotes a healthy environment for staff and clients.
- **Diversity:** We celebrate diversity by acknowledging and honoring the unique qualities of each individual, fostering a community where everyone is respected and valued.
- **Equity:** We are committed to fostering an environment of fairness and justice, where every individual has the opportunity to thrive without barriers.
- **Inclusion:** We embrace an inclusive culture where diverse perspectives are valued and everyone feels they belong and are integral to our success.
- **Accessibility:** We ensure accessibility by designing our services and environments to be usable by all people, removing physical, informational, and attitudinal barriers.
- **Innovation and Initiative:** We create a supportive environment which promotes the development of new ideas and approaches to meet the needs of staff and clients.
- **Safety:** We prioritize the physical, psychological, social, and cultural safety of clients and staff.

Sante Group of Companies

The Affiliated Sante Group (Sante) is the proud administrative organization of the Sante Group of Companies, a consortium of companies behavioral health service providers in Maryland, North Carolina, and Pennsylvania. Our organizations are deeply committed to providing help and hope for individuals across the lifespan and from all backgrounds.



Meet Our Team



MICHELLE GRIGSBY-HACKETT, LCPC, CPRP

CHIEF EXECUTIVE OFFICER

With over 22 years of experience in the behavioral health industry and 20 years of nonprofit leadership, Michelle is dedicated to ensuring Santé provides the best care possible to consumers and their communities



AMIR MALEK

CHIEF OPERATING OFFICER

A senior leader with over thirty years of experience, Amir has overseen the financing and modernization of multiple organizations across the East Coast, including Wordsworth Academy in Philadelphia, The Foundation Schools in Prince George's County, and Gorfine, Schiller & Gardyn in Owing's Mills.



SAM RICHBERG, LCPC

CHIEF OF PROGRAMS

Sam has over 13 years of experience in behavioral health. As the vice president of program services, Sam oversees over 10 sites composed of clinical, rehabilitation, and crisis program services across the state of Maryland.



VERNESSA SCURRY

CHIEF OF STAFF

Vernessa is a Healthcare Executive with over 18 years of experience working with individuals with severe and persistent mental illnesses.



EFEMWONYI "FRANK" JESUOROBO

MEDICAL DIRECTOR

Frank is a board-certified Family Nurse Practitioner and Family Psychiatric mental health practitioner. With over 25 years of experience, he is committed to providing compassionate, patient-centered care.

Meet Our Team



MELISSA QUICK

CHIEF OF CORPORATE COMPLIANCE

Melissa Quick has been in the field of substance abuse/mental health for over 25 years. Over the last 10 years, she has helped multiple companies obtain and maintain their Commission on Accreditation of Rehabilitation Facilities (CARF)



ALLISON PALADINO, LCSW-C

DIRECTOR OF CRISIS - BALTIMORE COUNTY

Allison Paladino has been the Director of BCCRS since 2006. Over the last 18 years, she has worked hard to expand crisis services not just in Baltimore County but in all of Maryland.



TINA-MARIE BROWN, LCSW-C

DIRECTOR OF CRISIS - EASTERN SHORE

Tina-Marie Brown has been the Director of ESCRS since 2020. Under her leadership ESCRS has seen significant growth. She is also the mobile crisis sub-committee chair for the American Association of Suicidology.



ROBYN CODRINGTON, LCSW, LISW-CP-S

DIRECTOR OF CRISIS - NORTH CAROLINA

Robyn Codrington has over 20 years of mental health experience and education. This year she took on the role of Director of Crisis Response Services in North Carolina. Robyn has a history of advocating for the community she serves.



TIFFANY WRONA SPAULDING, LCSW-C

DIRECTOR OF CRISIS - CENTRAL MARYLAND & CARROLL COUNTY

Tiffany Wrona Spaulding took on the role of Director of Santé's Central Maryland Mobile Response Team as well as the Carroll County Crisis Response System. Tiffany has worked in the behavioral health field for the last 14 years and has extensive experience working with individuals with serious and persistent mental health issues.



STEPHANIE SVEC, LCPC

DIRECTOR OF BEHAVIORAL HEALTH SERVICES

Stephanie Svec has worked in mental health for over 20 years beginning as an individual and group therapist with adults, adolescents, and families. She is also a certified Mental Health First Aid Trainer.

Santé's FY24 Impact by the Numbers



Clients seen in our OMHC - **682**

Clients seen in our PRP - **128**

Clients seen in our Seniors Outreach - **197**

Provided support for **15,311** crisis events

New Crisis Consumers - **70%**

Repeat Crisis Consumers - **30%**

Handled **80,501** crisis phone calls

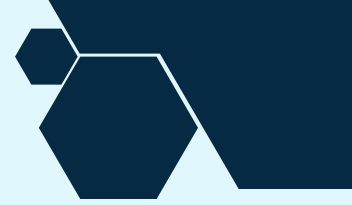
Diverted **805** individuals from the Emergency Room

Diverted **139** individuals from the Criminal Justice System

Diverted **1,049** individuals from Emergency Petition

Maintained a **91%** consumer satisfaction rate

Santé Services and Programs



Santé operates wide array of programs with multiple service types. All programs and services are dedicated to meeting individuals where they are and providing person-centered, strengths-based care.

The following is a list of services and programs that Santé offers directly and/or through affiliate organizations and brief descriptions of each.

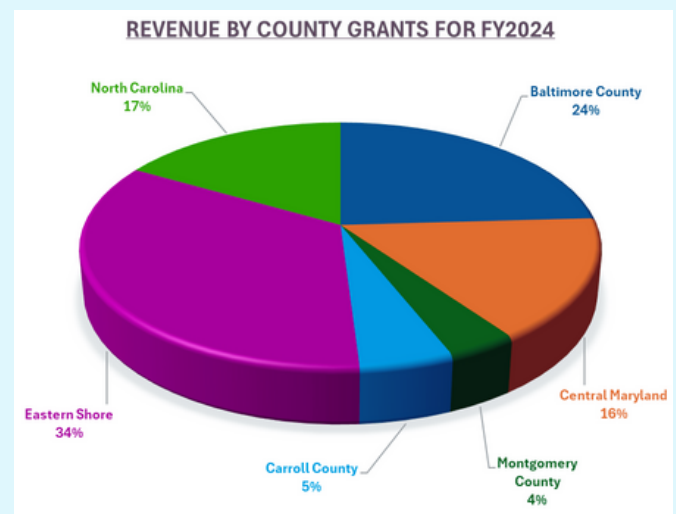
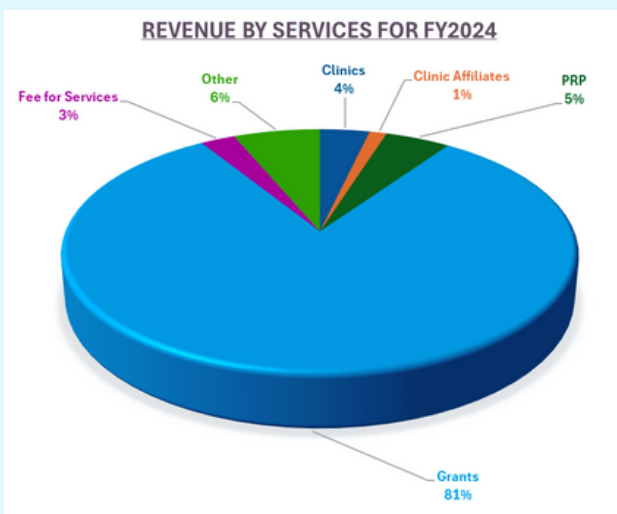
Outpatient Mental Health Clinic Services – Our Outpatient Mental Health Clinics work with youth, adults, and families to provide behavioral health treatment and medication management to improve daily functioning and promote mental health.

Psychiatric Recovery Programs – Our Psychiatric Recovery Services are dedicated to assisting individuals with mental illness live independent lives in the community by assisting with daily living activities and providing counseling and psycho-educational supports.

Senior Outreach Services (For English and Spanish speaking) – Our Senior Outreach programs are committed to providing experienced, compassionate support to seniors, their loved ones, and caretakers of seniors. Through tailored services and programs free of charge, our licensed clinicians and psychiatric licensed nurse practitioner ensures every individual in our community receives the support they need.

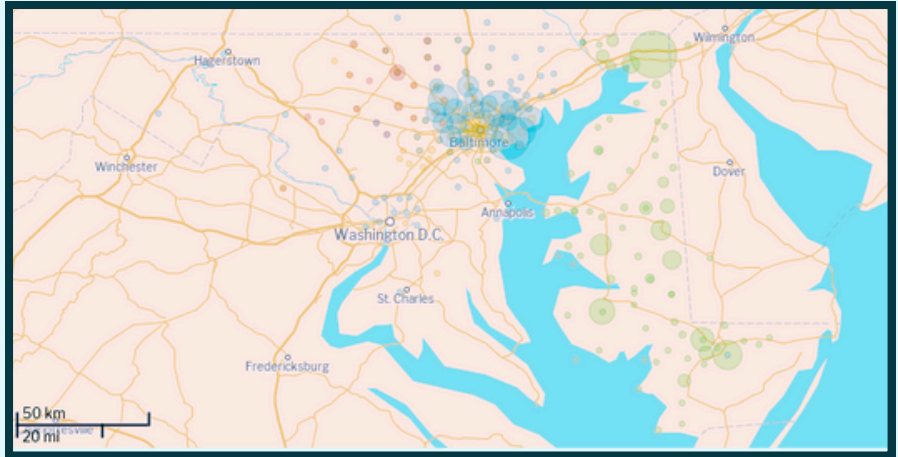
Peer-Run Wellness and Recovery Center – Santé’s peer-led community support and resource center services Montgomery County residents who have a history of mental health concerns. The center offers resources, socialization, and activities. The center focuses on creating a community of peer support dedicated to empowering individuals to achieve and maintain their wellness and recovery goals.

Crisis Response Systems – Our Crisis Response systems provide immediate support to anyone experiencing emotional distress in the communities we serve. Services can be over the phone, telehealth, or in person in the community or in an individual’s home. Crisis support is only a phone call away.



Crisis Response Programs and Services

In 1998, Santé opened the first crisis system in Maryland. Since then, the company has implemented crisis services in 12 additional counties in the state and two areas in North Carolina. Services are tailored to the unique needs of each area.

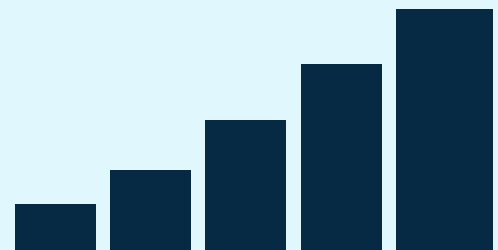


Each of Santé's crisis systems has evolved and been enhanced since inception. As the needs of the behavioral health population change over time, as do the national and state healthcare models, so too must crisis services. For instance, all programs are now substance use competent. Santé finds that flexibility, proactive approaches, and constant trend monitoring are operational necessities.

The following services are provided in Santé's various crisis response systems and have been tailored to the precise specifications of the county in which they operate:

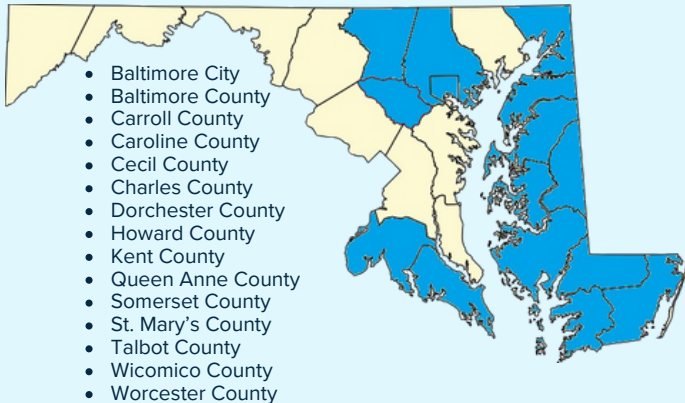
- Crisis Call Center Hotline/Warm line
- Operations Centers (OPS)
- Mobile Crisis Teams (MCTs)
- Mobile Response and Stabilization Services (MRSS)
- School-based Teams
- Urgent Care Services (psychiatric and non-psychiatric)
- In-Home Family Intervention and Stabilization Teams
- Hospital and Jail Diversion
- Critical Incident Stress Management
- Police Academy Training
- Crisis Intervention Training
- Community Education

Besides contract funded services, the Santé Group is the oldest free-standing private behavioral health Medicaid fee-for-service company in Maryland. It has billed Medicaid/Medicare services since 1983 and is experienced in the process and the pitfalls. Santé employs a fully integrated electronic medical record (Credible Inc.) and billing software system for all fee-for-service programs. Santé is compliant with HIPAA privacy and security standards.



Crisis Response Programs and Services

Santé provides crisis services in 15 counties in the state of Maryland:



Santé provides crisis services Mecklenburg County, North Carolina



Operations Centers: 24-hour Call Center:

Provides immediate telephone crisis counseling as well as information and referral. In addition, the Operation Center acts as a single point of contact, an axial point for all crisis services.

Mobile Crisis Teams (both clinician lead and clinician/police teams):

Provides immediate on-scene crisis intervention, stabilization, and linkage to community services. The mobile crisis teams are able to divert individuals from emergency petition, emergency departments, and criminal justice when appropriate.

School Intervention Services:

Provides immediate response to youth in schools as well as school staff and communities. Works with school staff and families to stabilize youth in crisis, provide skills building support, and ensure linkage to community behavioral health resources.

In-Home and Family Intervention Teams:

Provides a series of visits focused on stabilizing those in crisis with a focus on pre-emergent and post-crisis. Provides skills building support, engagement, enrollment assistance, and linkage and referral.

Crisis Stabilization Services for Youth:

Works directly with DSS to provide crisis intervention and stabilization for families and youth at risk of out-of-home placement. Provides skills building support, engagement, enrollment assistance, and linkage and referral.

Urgent Care Centers:

Provides urgent appointments for individuals in need of a diagnostic assessment and referral to a psychiatrist for medication evaluation as needed.

Critical Incident Stress Management (Mass Trauma Debriefing):

Provides crisis intervention service to victims and responders following critical incidents and traumatic events in the community such as death in a workplace, disaster in schools, etc. Provides prevention and/or mitigation of post-traumatic stress among the citizens of the affected communities and offers individual crisis services for those experiencing more acute trauma.

Crisis Intervention Team Training for First Responders:

Provides interactive 40-hour CIT program that teaches officers additional skills necessary when dealing with clients in behavioral health crisis. Ensures experiential training enhances officer's de-escalation skills with a variety of presenting behavioral health issues.

Community Education:

Community education is available upon request for crisis service components and specialized training such as suicide prevention, de-escalation techniques, and other selected behavioral health topics.

Community Impact

Crisis Services



Total Crisis Cases: **15,311**

Total Calls Handled: **80,501**

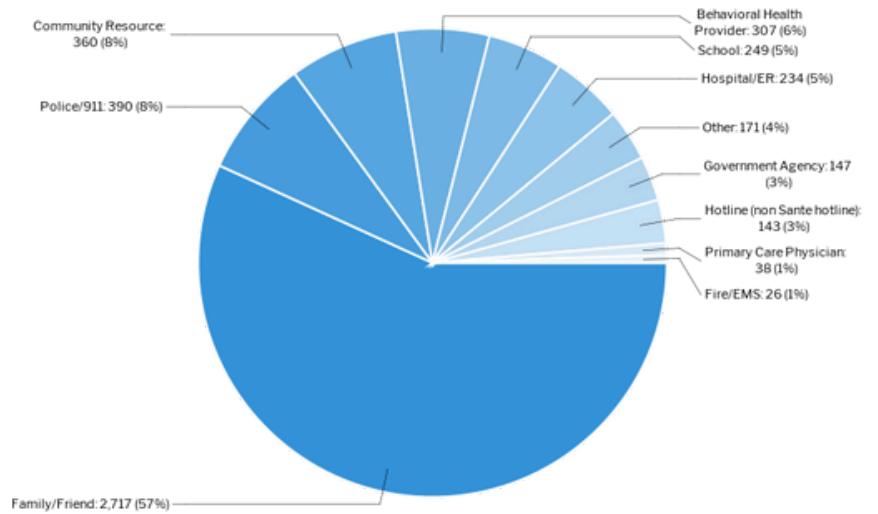
Urgent Care/Open Access: **4,965**
scheduled appointments

Mobile Crisis Dispatches: **5,369**

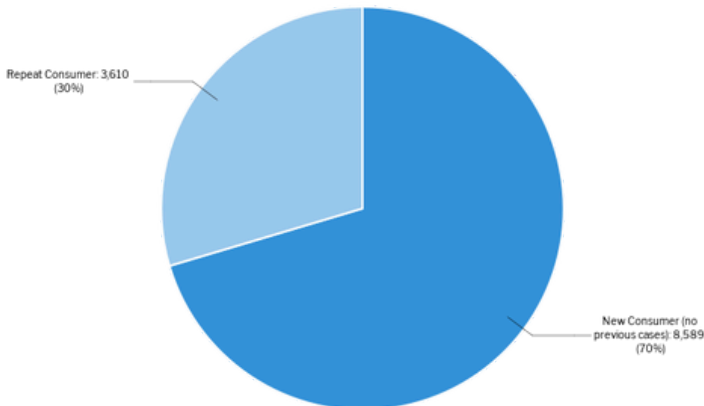
Connection Rate: **99.5%**
(36.7% linked, 61% given Resources)

Client Satisfaction Rate: **90.7%**

Referral Source for Collateral/Continuity of Care Caller Type



Crisis Program Recidivism



Diverted from Emergency Room: **805**

Diverted from Emergency Petition: **1,049**
(involuntary hold)

Diverted from Criminal Justice: **139**

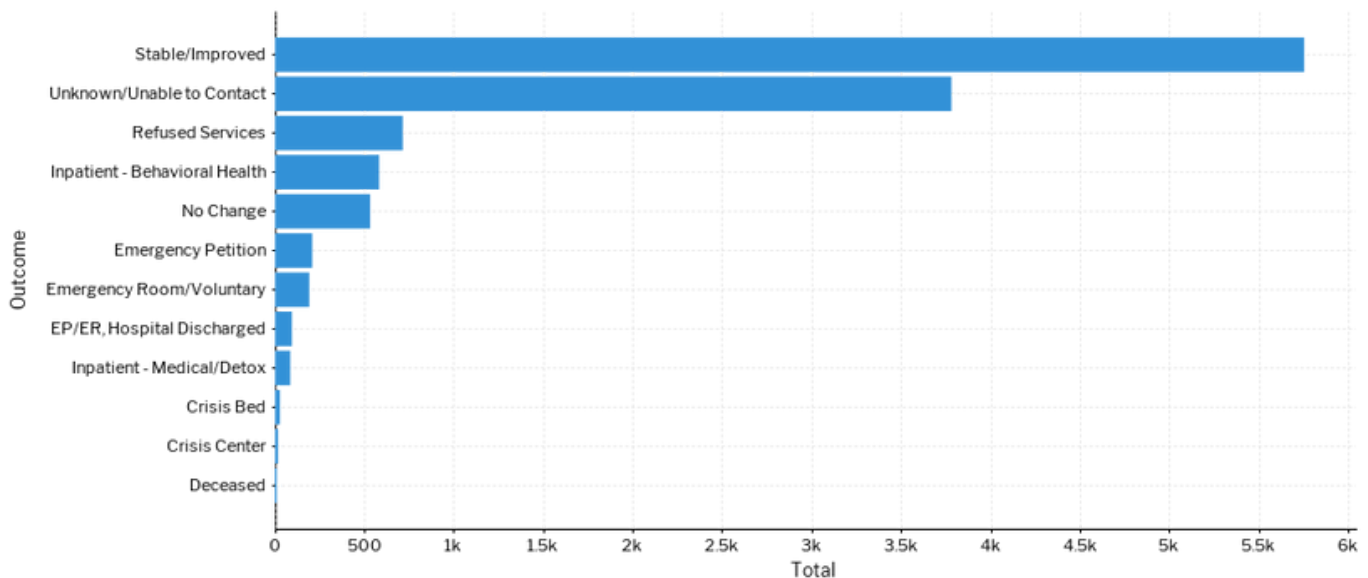
Estimated Cost Savings through Diversions

ER Diversion - **Cost savings of \$1,182,810.65**

CJ Diversion - **Cost savings of \$311,360**

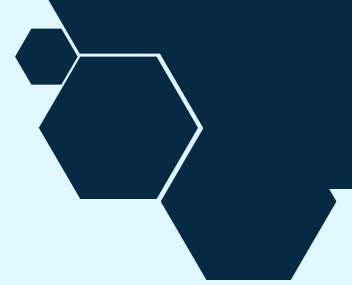
EP Diversion - **Cost savings of \$3,147,000**

Total FY25 Estimated Cost Savings = \$4,641,170



A Year In Review

Crisis Services



Santé has had a busy year in its crisis services programs. Through funding awarded both this fiscal year and last, Santé has launched several new programs and expanded existing services. Santé is proud to maintain exceptional partnerships through out the Maryland, North Carolina, and Pennsylvania. Santé believes that partnerships are essential to good behavioral health care.

HIGHLIGHTS

- Awarded a competitive grant to operate Crisis Services in **St. Mary's and Charles counties**
- Awarded **Congressional Directed Spending funding** for a pilot law-enforcement co-responder mobile crisis team in Cecil County
- Expanded the Behavioral Health Intern program and offered highly competitive stipends and development opportunities for students through funding from the **Rural Maryland Council**
- Awarded funding through **BHSB to expand Open Access** behavioral health services to Howard County residents and those close by.

Baltimore County Crisis

- This year marks 23 extremely successful years of Santé providing crisis services to Baltimore County residents
- Continues to partner to provide call center crisis services to the entire Central Maryland Crisis region through 988

Carroll County Crisis

- Developed a strong partnership with the Central Maryland Crisis program through shared protocols and expanded dispatching procedures
- Identified a robust strategic development plan to expand community partnerships and service availability

Central Maryland Crisis

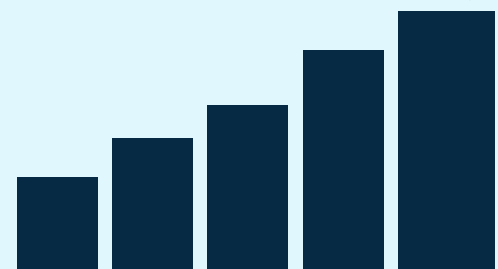
- Continues to expand services through additional Mobile Response Teams and expanded availability
- Expanded to include Open Access behavioral health appointments located in Howard County and via telehealth

Eastern Shore Crisis

- Expanded Internship program including additional internship positions and more competitive stipends
- Expanded MRSS to additional County
- Concluded a pilot program funded through Maryland's BHA for a care traffic control system and consultation for unified state-wide crisis metrics

North Carolina Crisis

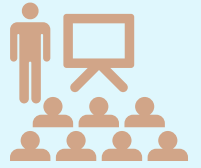
- Attended as presenters and experts at multiple conferences, conventions, and panels through out the nation
- Assisted in CIT training for law enforcement in Mecklenburg County



Out and About

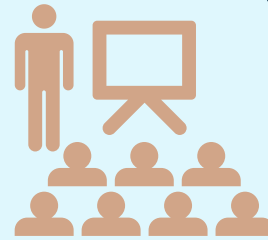
Crisis Services

Santé attends conferences, workgroups, panels, and presentations all over the country. With a skilled workforce dedicated to continuous learning and leading the charge in behavioral health service enhancements, our employees are often selected to present at conferences all over the nation. Santé prides itself on not only its incredible workforce but in its strong partnerships and community involvement. Increased organizational and service line visibility locally and nationally by 40%. Santé participated directly in 9 local and national presentations and countless outreach events.



Out and About

Crisis Services



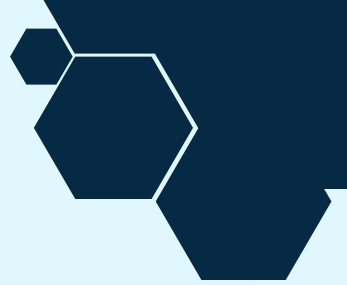
This Fiscal Year Santé presented at:

- CrisisCon 2023 (Charlotte, NC)
- CoResponder Convention 2024 (Omaha, NB)
- American Association of Suicidology Convention (Las Vegas, NV)
- "Ask the Experts" Mental Health Panel, and "A Community Conversation on Youth Drug Use, Fentanyl, and Xylazine" panel (Mecklenburg County, NC)

Attended These Outreach Events

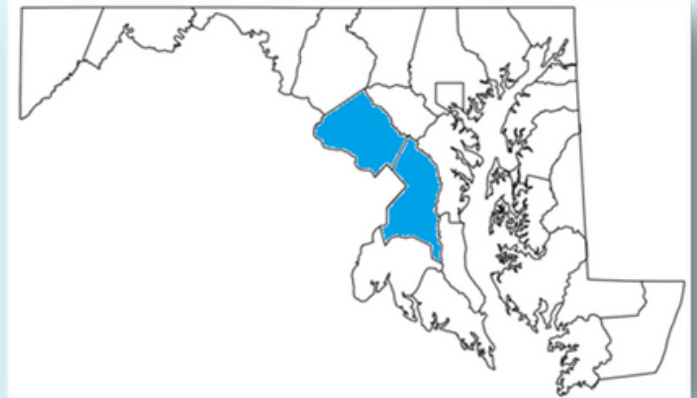
- *Montgomery County Girls Summit on March 9th at Northwood High school for girls in 6-12th grades*
- *MHA of Cabarrus County Legislative Breakfast on 3/27/2024*
- *Members of Santé's Community Policing Crisis Response Team (CPCRT) and their Charlotte-Mecklenburg Police Department (CMPD) police partners in North Carolina joined together for a Team Building Day at the CMPD Training Academy, Charlotte NC*
- *Eastern Shore Crisis Response Clinical Coordinator in Elkton was a speaker for LOSS (Local Outreach to Suicide Survivors) June 14, 2023*
- *An In-Person Hiring Event was hosted by WCEI 96.7 FM Radio Station for Eastern Shore Crisis Response*
- *Eastern Shore Crisis Response Cecil MRSS and School Intervention teams attended the Back to School Jam*
- *Eastern Shore Crisis Response MRSS Clinician and Family Peer Support Specialist supporting attended Overdose Awareness in Somerset*
- *911 Call Center Program Manager and Baltimore County PD Mobile Crisis (MCT) Officer attended OWEFest at Security Square Mall*
- *Baltimore County Crisis Response Deputy Director and Santé's VP of Operations attended Give Baltimore 2023 at The Hippodrome*
- *Baltimore County Crisis Response staff attended the Baltimore County Public Safety Day held at Martin's State Airport in Middle River*
- *Santé was a proud sponsor of the 2023 Maryland Rural Health Conference held in Ocean City*
- *Eastern Shore Crisis Response staff participated in the Drug Free Cecil Drug Take Back Trunk or Treat*
- *Eastern Shore Crisis Response staff attended the ATTACH conference in Virginia Beach*





Behavioral Health Services

Santé opened its first outpatient mental health clinic in 1982. Santé prioritizes providing experienced, compassionate support to children, adolescents, adults, and seniors struggling with behavioral and mental health challenges. Our treatment and recovery services are personalized and focus on the individual and their strengths. Our therapists and prescribers are committed to ensuring every individual and their loved ones have access to the support and care they need.



Santé provides outpatient mental health care and psychiatric recovery services in Montgomery and Prince George's counties in Maryland. While the services are located in these two counties, any Maryland resident, in any count is welcome to come to us for care.

Outpatient Mental Health Clinic (OMHC)

Santé's clinics provide person-centered individual counseling, group therapy, medication evaluation and management, cognitive and dialectical behavioral therapy, and other treatment options as needed. Our clinics offer both in-person and telehealth options.

Psychiatric Recovery Program (PRP)

Santé's psychiatric recover services are dedicated to serving individuals with severe mental illness and/or disability. For these individuals simple daily living tasks can feel overwhelming. Our staff understands the barriers individuals with severe mental illness and/ or disabilities encounter daily. This year Affiliated Santé group and its consumers participated in a study with the Maryland Behavioral Health Administration and Systems Evaluation Center at the University of Maryland Baltimore to allow consumers to advocate for their needs. The aim is to better understand the needs of participants on a subjective level and bridge gaps in services. Santé's Psychiatric Recovery Program is dedicated to creating an environment for learning and growth using an Illness Management and Recovery Model. Topics such as medication management, coping skills development, building a social network, understanding mental illness, education, and employment are introduced to consumers to aid them in living independently in the community.



The Affiliated Santé Group

Wellness and Recovery Center

Recovery Center is a peer-led community and resource center designed specifically for individuals 18 and older who are overcoming behavioral and mental health challenges. The center offers education, resources, socialization, activities, and an environment for peers to support and empower individuals in their journey to achieve and maintain their personal wellness and recovery goals.

For more information on our services
see our website
www.thesantegroup.org

Behavioral Health Services

Seniors Outreach Services:

Santé's Senior Outreach services are a unique grant-funded service operating in Montgomery County, Maryland. This program provides home-bound or limited accessibility seniors with short-term in-home behavioral health services. The program utilizes licensed clinicians and psychiatric licensed nurse practitioners to ensure every individual receives the care they need. While these services are short-term, they are designed to assist individuals with developing the skills and accessing the resources they need to enroll in long-term care. These services are available to Spanish-only speaking seniors as well.



In addition to seniors, mental health support for full-time caregivers is also available. Santé understands how exhausting it can be to give so much of yourself day after day in a caretaking position. This short-term therapy is offered to full-time caregivers of seniors in our community to ensure they have the support they need to maintain their own mental health.



Affiliate Organizations:

In addition to direct care services, the Affiliated Santé Group acts as a management, oversight, and billing administration for its affiliates. Santé works with several clinic affiliates including:

EveryMind provides a broad range of mental health services for individuals across all age groups and their families. Their experienced professional team carries out services including crisis intervention, mental health education, case management, and counseling to enhance mental wellbeing. In partnership with Montgomery County Public Schools, they deliver school-based mental health programs that offer comprehensive resources to children and their families. Further, by collaborating with Santé, they facilitate outpatient mental health care for individuals receiving medical assistance.

BASICS Group Practice, LLC is dedicated to establishing and maintaining a standard of excellence in providing proven community behavioral health care and developmental services to Maryland Medicaid residents of Prince George's County and neighboring areas. Our programs and services are connected by the common goal of offering comprehensive, integrated, and evidence-based mental health treatment for those in need. Through our partnership with ASG, we are able to provide a comprehensive, holistic model of care - attending to the physical, mental, spiritual, and emotional well-being of each person - that is promoted and fostered through the core values of personal responsibility, family involvement, and community integration.

At Your Best Behavioral Health Group provides comprehensive mental health services to individuals, families and children within the state of Maryland. At Your Best specializes providing community-based services to individuals within the home, a community location or by phone or video. If you need mental health services, At Your Best is here to serve you so you, too can live every day, At Your Best!

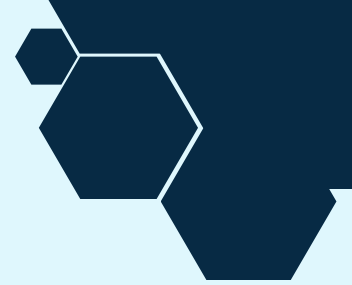


YMCA operates a unique program called Linkages to Learning, which operates in various schools in Montgomery County providing mental health services to students and families from those schools. We also provide case management to support families. Partnering with Santé to provide psychiatric services, our teams work closely with the schools to serve students and their families.

For more information on our services see our website www.thesantegroup.org

Community Impact

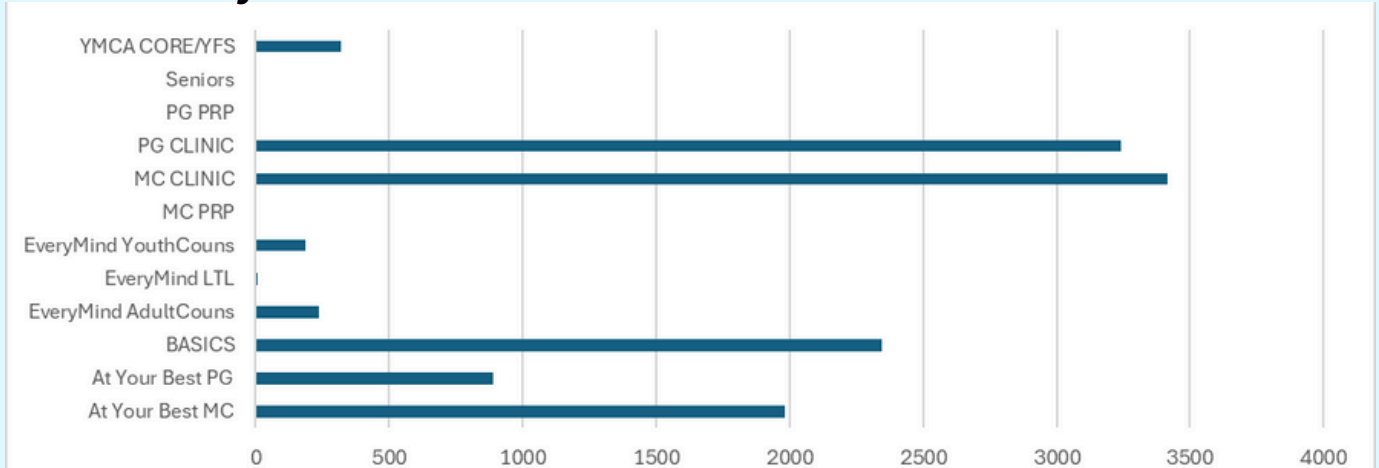
Behavioral Health Services



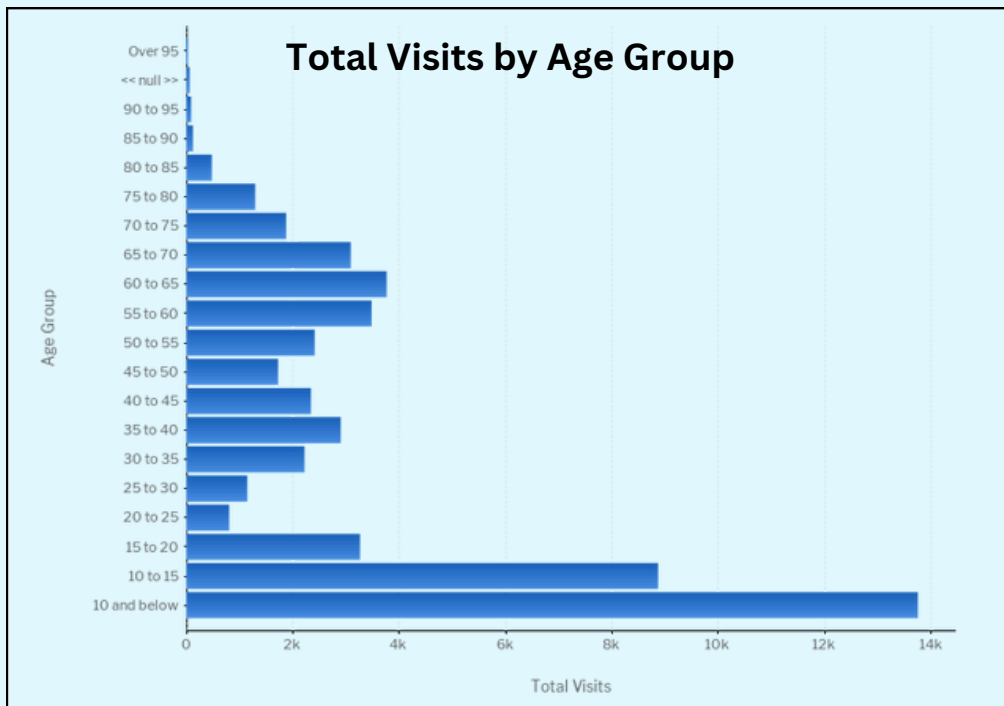
Total Clients Served: 1,637
Total served in the OMHC: 682
Total served in the PRP: 128
Total served in Seniors Outreach: 197
Total Served in Youth Services: 544

7%
cancel/no show rate

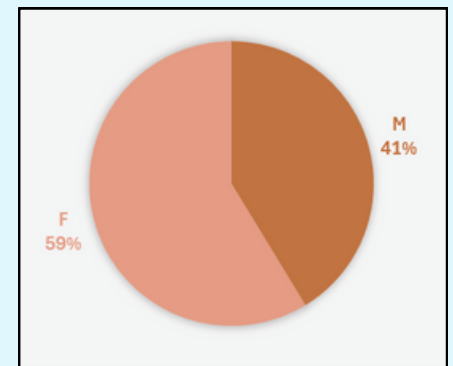
Total Visits by Service/Team



Total Visits by Age Group



Gender Breakdown



FY24 Highlights

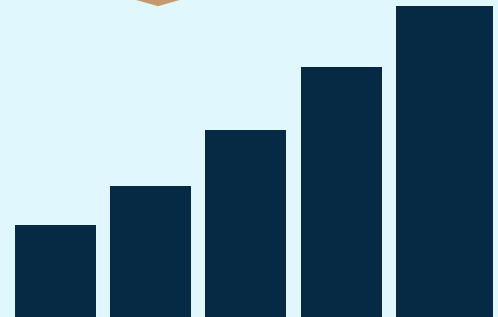


Governor Moore, a true champion and advocate for behavioral health and crisis services was an easy choice to receive Santé's inaugural Outstanding Public Policy and Advocacy Award.

Governor Moore's dedication to public service promises a brighter future for the State of Maryland! 🏆



It was a pleasure to join our partner members of the National Council for Mental Wellbeing and Community Behavioral Health Association of Maryland for Hill Day 2024 to provide education and advocacy around important components of the behavioral health and crisis care continuum.



End of Year Wrap Up

As the world of behavioral health service provision continues to face numerous challenges such as the workforce shortage, higher demand for services, and continued behavioral health complexities still impacting populations since COVID-19, Santé continues to work hard to meet the needs of the community and is honored to be a trusted provider in Maryland, North Carolina, and Pennsylvania.

This year has been a busy one and an impactful one. Santé continues to build strong working relationships. In addition to continuing to work with hundreds of other providers, local behavioral health authorities, numerous law enforcement agencies, schools, and social assistance agencies. Without these relationships, it would be impossible to serve our clients and ensure they have not only the care they need in the moment but to help remove barriers to treatment so that they may continue to engage in treatment and receive whole-person care.

Santé is proud to play a lead role in helping to make crisis services not only more effective but more accessible to all individuals in need. Santé has been a National Suicide Prevention Lifeline (NSPL) hotline provider for over 5 years, as the nation works to transition NSPL to 988, Santé is right there on the front lines helping to create larger hotline capacity, integrated systems of response and on-site crisis care through both the Central Maryland Crisis Response System project as well as its existing crisis programs.

It has been an honor working with fantastic partners, community agencies, and behavioral health authorities. Santé is dedicated to serving people with behavioral health concerns, their families, caregivers, and communities.

FY25 Roadmap and Development Opportunities

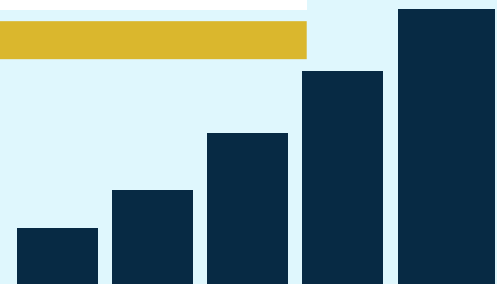


Santé has its sights set on continued excellence in FY25 through behavioral health service expansions, crisis services enhancements and adjustments through state billing options, expanded capacity in our clinics and recover services, and managed services and consulting development. Santé will continue to work to enhance behavioral health equity in all of the communities in which it serves individuals.

This next fiscal year, Santé will continue expanding clinical services to additional communities and ensuring the care access bridge between crisis services and long-term care is accessible and easily navigated for consumers.

Santé is also proud to announce it will be expanding to provide Crisis Response Services in St. Mary's and Charles Counties during FY25. Crisis Services have always been a passion of Santé's. We will continue to work with stakeholders to continue to provide the highest level of crisis care and evolve services to better meet the needs of the community including billable services.

Santé is looking to take advantage of its long history of program development, quality service provision, and strategic innovation to develop services which will offer over 30 years of experience to assist other organizations as they develop programs, establish growth opportunities, and meet goals.





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Inspiring hope by providing quality services, advocacy, and education to promote emotional well-being.



