

Annual Impact Report

FY 2025

Covering:

July 1, 2024 - June 30, 2025

Prepared By:

Santé's Advancement Team

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988 Data/Community Services

211 Data/Community Services



Letter from the CEO

As I reflect on this past year, I am deeply grateful for the resilience, commitment, and compassion demonstrated across our organization. In a time when behavioral health needs continue to rise, and the field evolves rapidly, our staff have remained steadfast in their dedication to serving individuals and families with dignity, empathy, and excellence. It is a privilege to lead a team that shows up every day with courage and purpose, ensuring that our communities receive the support they need, especially during their most vulnerable moments.

Across the country, individuals are facing complex behavioral health challenges: heightened anxiety and grief, increasing child and adolescent behavioral health concerns, and the ongoing pressures of economic instability and social stressors. These realities amplify the importance of accessible, high-quality care. In response, Santé has continued to expand and strengthen our programs to meet the needs of those we serve. Today, our services span 16 jurisdictions in Maryland and multiple jurisdictions in North Carolina, offering 988 crisis support, mobile crisis teams, community crisis services, and a full continuum of outpatient and community-based services. Each program is guided by our commitment to person-centered, trauma-informed care and equitable access for all.

This year's progress reflects more than numbers; it reflects the lives touched, crises stabilized, and communities strengthened through our work. Our staff have adapted to shifting demands while maintaining the highest standards of quality and integrity. Their efforts have allowed us to innovate, build capacity, and position our organization for sustainable growth. As we look ahead, FY26 will bring new opportunities to deepen our impact. We will continue strengthening service delivery, expanding partnerships, and investing in strategies that enhance the well-being of individuals and communities. Our focus remains clear: to provide compassionate, effective behavioral health support and to ensure that every person who reaches out for help encounters hope, dignity, and a path forward.

Thank you to our dedicated staff, community partners, and supporters who make our mission possible. Together, we will continue advancing accessible behavioral health care and building stronger, healthier communities.



A handwritten signature in black ink that reads "Michelle Grigsby-Hackett".

Michelle Grigsby-Hackett
Chief Executive Officer



AFFILIATED SANTÉ GROUP

Introduction

About Us

The Affiliated Santé Group (Santé) is a Maryland-based behavioral-health non-profit organization with more than 30 years of experience delivering mobile crisis, co-responder, and peer-supported behavioral-health programs statewide. Santé currently operates behavioral health services in 16 counties in Maryland and Mecklenburg County, North Carolina, serving more than 18,000 individuals annually. We currently provide a crisis services continuum of care, including 988 and local line Call Centers, Crisis Dispatching and Triage Centers, Mobile Crisis Teams, Co-Responder Teams, Mobile Response and Stabilization Services, Urgent Care Centers, Safe Stations, School Intervention Services, CIT Training, and Critical Incident Stress Management. The organization is licensed under COMAR 10.63 and CARF-accredited for Crisis Intervention, Outpatient Mental Health (OMHC), Senior Mental Health Services (SMHS), Peer-led Wellness and Recovery Centers, Psychiatric Recovery programs (PRP), and Mobile Response programs. Our mission is to inspire hope by providing services, advocacy, and education to promote emotional well-being. Santé delivers high-quality services that support individuals seeking behavioral health support and promote stabilization and recovery. The organization is committed to service innovation, equity in behavioral health, and building strong local partnerships.



www.thesantegroup.org



www.facebook.com/affiliatedsantegroup



www.instagram.com/santegroupcompanies



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

Santé's History

The Affiliated Santé Group (Santé) has been providing services for over **30** years. Santé currently provides Outpatient and Psychiatric Recovery services in Montgomery and Prince George's County in Maryland and crisis stabilization services in 15 of Maryland's 24 Counties, as well as Mecklenburg County (Charlotte), North Carolina. Below is a timeline of Santé's growth.

1973	Rock Creek Foundation Rock Creek Foundation (RCF) was founded, marking the beginning of The Santé Group.
1992	The Affiliated Santé Group Expanding its services and service population, the Affiliated Santé Group (ASG), and since absorbed Santé Medical Associates (SMA), was created.
1998	Crisis Services Santé begins providing crisis services in Prince George County. This has further expanded in Maryland and parts of North Carolina.
2020	Telehealth Expansion In tandem with the COVID relief grants, Santé was granted a telehealth expansion to help reach our vulnerable populations.



Our Mission

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

Our Vision

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

Our Values

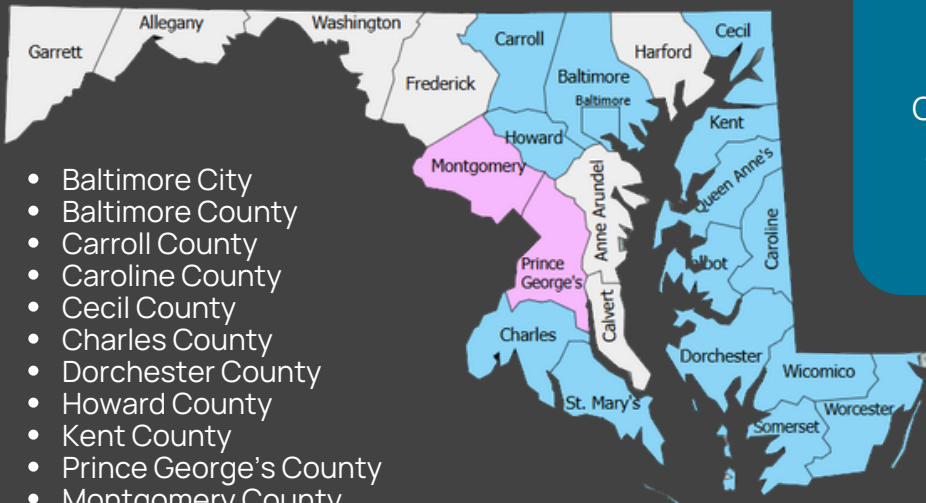
Accountability and Integrity | Safety | Accessibility | Recovery and Resiliency | Innovation and Initiative

Santé is dedicated to the belief that **recovery is possible and hope is always present**. We believe that accepting responsibility and being accountable promotes a healthy environment for staff and clients, and we celebrate diversity by acknowledging and honoring the unique qualities of each individual, fostering a community where everyone is respected and valued fairly. Santé ensures accessibility by designing our services and environments to be usable by all people, removing physical, informational, and attitudinal barriers. We create a supportive environment that promotes the development of new ideas and approaches to meet the needs of staff and clients, as well as prioritize the physical, psychological, social, and cultural safety of clients and staff.

The Santé Group of Companies



The Affiliated Santé Group (Santé) is the proud administrative organization of the Santé Group of Companies, a consortium of 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.



- Baltimore City
- Baltimore County
- Carroll County
- Caroline County
- Cecil County
- Charles County
- Dorchester County
- Howard County
- Kent County
- Prince George's County
- Montgomery County
- Queen Anne's County
- Somerset County
- St. Mary's County
- Talbot County
- Wicomico County
- Worcester County

Image: Highlighted photo of service area in MD. Blue represents Crisis Services. Purple represents OHMC & PRP Services.

Santé provides crisis services in 15 counties in the state of Maryland and Mecklenburg County, North Carolina, as well as OHMC and PRP services in Montgomery and Prince George's counties.

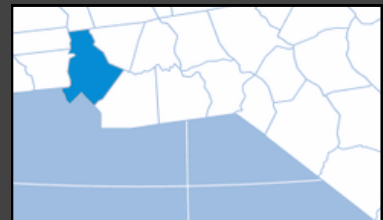


Image: Highlighted photo of Mecklenburg County, NC.

Meet Our Team



Michelle Grigsby-Hackett, LCPC, CPRP | Chief Executive Officer

With over 25 years of experience in the behavioral health industry and 20 years of nonprofit leadership, Michelle Grigsby-Hackett is dedicated to ensuring Santé provides the best care possible to consumers and their communities. She is a trailblazer and a champion of programs that address disparities in care.



Amir Malek | Chief Operating Officer

Amir Malek is 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 Richberg has over 13 years of experience in behavioral health, starting as a clinician for individuals struggling with severe and persistent mental illness. As the Chief of Programs, Sam oversees over 10 sites composed of clinical, rehabilitation, and crisis program services across the state of Maryland.



Vernessa Scurry | Chief of Staff

Vernessa Scurry is a Healthcare Executive with over 18 years of experience working with individuals with severe and persistent mental illnesses. She has made immense strides in the field of behavioral health and is an active member of the community through serving on multiple boards and volunteering.



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).



Efemwonyi "Frank" Jesuorobo | Medical Director

Frank Jesuorobo 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.



Elizabeth Jones | Director of Advancement

Elizabeth Jones has a wealth of crisis system support experience, including program design, project management, proposal development, and data and reporting. She has worked with database design and reporting since 1999. She is currently the Director of Advancement for Santé.



Stephanie Svec, LCPC | Director of Behavioral Health Services

Stephanie Svec has worked in behavioral health for over 25 years with adolescents, adults, older adults, and families. She has been the Director of Behavioral Health and Integrated Recovery Services since 2023.



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.



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.



Rebecca Peacock, LCSW | Director of Crisis, Mecklenburg County

Rebecca Peacock holds a graduate degree in Clinical Social Work from Columbia University in New York City and a bachelor's degree in social work from Western Michigan University. She has been a licensed clinical social worker (LCSW) since 2021.



Lynn Hawthorne | Director of Human Resources

Lynn Hawthorne is a seasoned human resources leader with a unique foundation in social work and a career spanning over 25 years. Beginning her career as a licensed social worker and branching out into HR, Lynn is a subject matter expert in employee relations, training and development, and organizational design.

*Not shown: **Kyle Shuman, LCPC**, who recently took the position of **Director of Crisis, Central Maryland**.

Santé's FY25 Impact

Santé's Impact by the numbers:

CLIENTS SEEN IN OUR OMHC

3,708

CLIENTS SEEN IN OUR PRP

1,631

CLIENTS SEEN IN OUR SENIORS OUTREACH

478

PROVIDED SUPPORT FOR

15,734 CRISIS EVENTS

NEW CRISIS CLIENTS

54%

REPEAT CRISIS CLIENTS

25%

DIVERTED

1,301 INDIVIDUALS FROM THE EMERGENCY ROOM

DIVERTED

275 INDIVIDUALS FROM THE CRIMINAL JUSTICE SYSTEM

DIVERTED

1,043 INDIVIDUALS FROM EMERGENCY PETITION

MAINTAINED A

84% CONSUMER SATISFACTION RATE

Santé strives for excellence in all we do, and these numbers reflect our reach and service for those we serve.

Partners & Funders

Santé would like to give recognition to our partners and grant funders over the last year:

Wegmans SAFEWAY  strada



Image: BCCRS CIT Coordinator Pam Wellman conducting a CIT session for BCCRS police students. Food sponsored by Safeway and Wegmans.



Image: Mobile Crisis Teams (MCT) Annual Training Day at the Baltimore County Police Academy

A Special Message

We want to issue a special **thank you** to everyone this year.

Your contributions save lives, provide compassionate support to those in crisis, and help us to provide our staff with the utmost support for the demanding work that they do.

Thank you

Santé's Services and Programs

Santé operates a 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 (OHMC)

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 and wellbeing.

PSYCHIATRIC RECOVERY PROGRAMS (PRP)

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 MENTAL HEALTH SERVICES (SMHS)

Through SMHS, we are committed to providing experienced, compassionate counseling-in-place support to homebound adults and seniors, their loved ones, and caretakers. Through tailored, bilingual services free of charge, our licensed clinicians and psychiatric licensed nurse practitioners ensure 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.

Santé served
18,000
clients in FY25

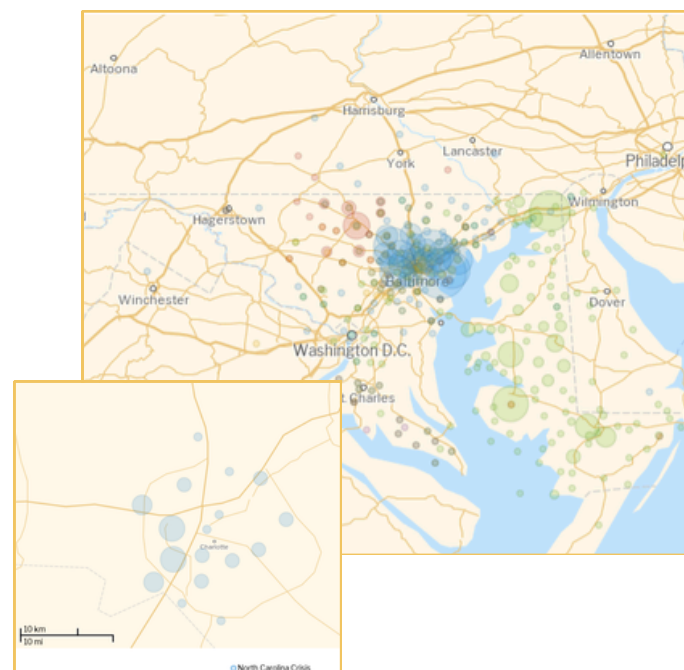
Crisis Response Programs & Services

In 1998, Santé opened the first crisis system in Maryland. Since then, the company has implemented crisis services in 14 additional counties in the state and one area 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 its 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, Santé 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.

OPERATIONS & 988 CALL CENTERS: 24-HOUR

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, schools, and others to provide crisis intervention and stabilization for families and youth at risk of out-of-home placement. Provides skill building, 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 affected communities and individual acute crisis services

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.

Crisis Services 2025 Data Report

Total Crisis Cases: 15,734

Total Calls Handled: 121,177

Urgent Care: 4,106 scheduled appointments

Mobile Crisis Dispatches: 5,383

Connection Rate: 98.4%
(43.4% linked, 59.7% given Resources)

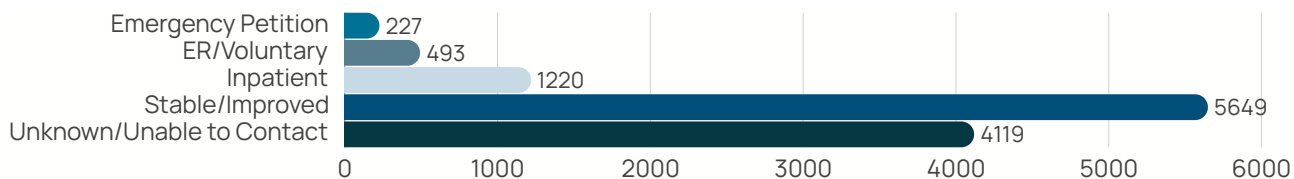
Client Satisfaction Rate: 83.6%

Summary

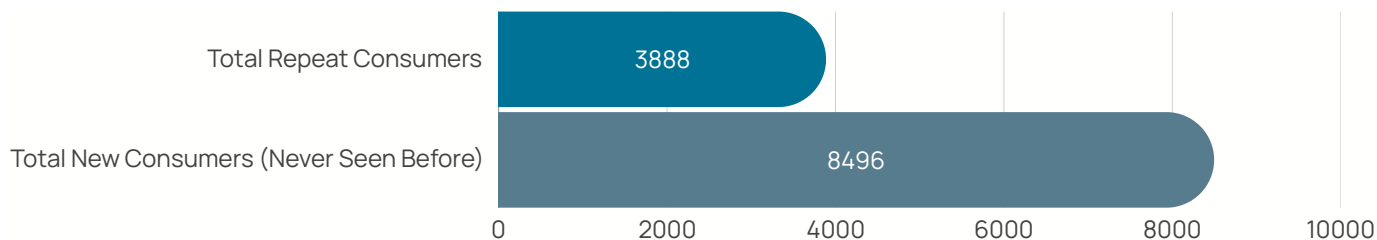
Santé's Crisis Services include Maryland's Crisis Response Services and the North Carolina Mecklenburg Crisis Services.

In FY25, more people were diverted from jail and the ER and connected to care than the year before. Behind every one of those moments is a person who was met with support instead of crisis, and that made a real difference.

FY25 Outcomes



FY25 Consumer Status



Diverted from Emergency Room: **1,301**

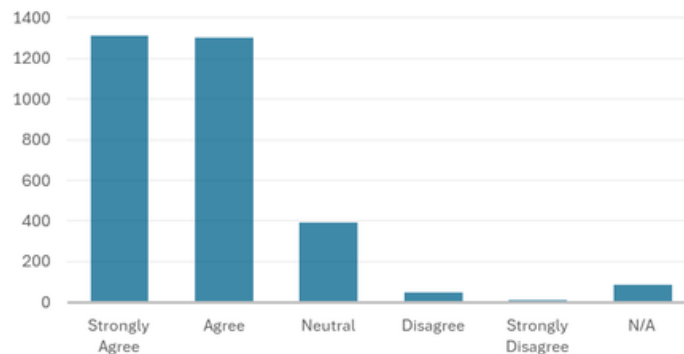
Diverted from Emergency Petition: **1,043** (involuntary hold)

Diverted from Criminal Justice: **275**

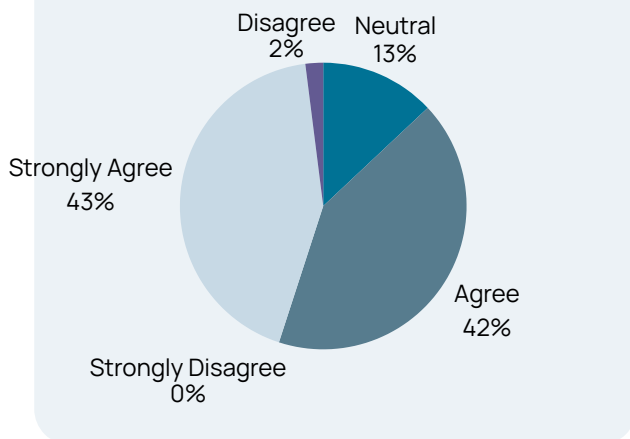
Crisis Client Satisfaction Surveys

All Crisis Programs Satisfaction Survey Results Across All Crisis Services and Programs

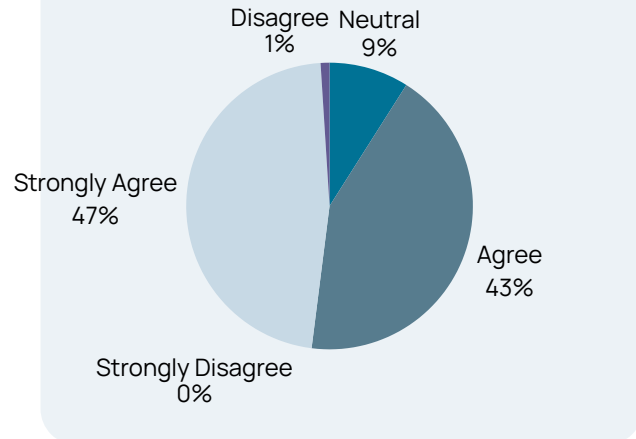
Decrease in Level of Crisis



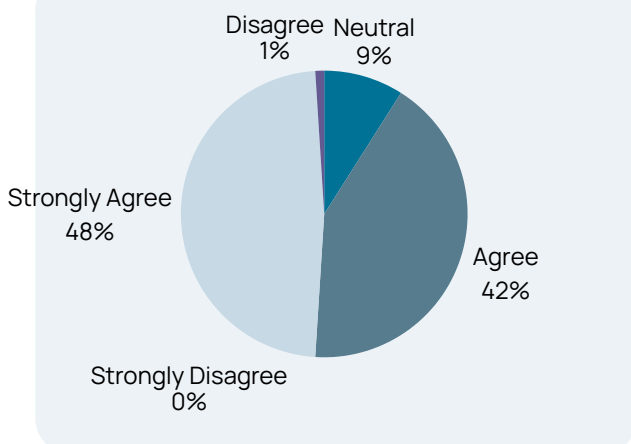
Decrease in the Level of Crisis



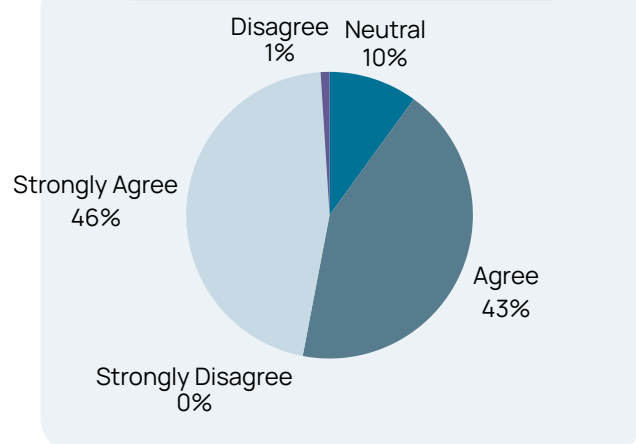
Cultural Sensitivity



Timeliness in Percentages



Appropriateness in Percentage



Estimated Over
\$5,656,598 Saved!

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.

Baltimore County Crisis

- Obtained **Wegmans and Safeway corporate sponsorship** for providing food for CIT training

Carroll County Crisis

- **Awarded grant** through Maryland's Office of Overdose Response to support **Mobile Crisis Response Services in Naloxone training and distribution.**

Southern Maryland Crisis

- **Awarded CHRC funding for Mobile Response and Stabilization Services** for St. Mary's County children, youth, and their families

Eastern Shore Crisis

- **1,162 Outreach Events** throughout Talbot, Cecil, Caroline, Elkton, Queen Anne's, Anne Arundel, Dorchester, Midshore, Newark, Wilmington, Wicomico, Ocean City, Southern Maryland, Salisbury, Kent, Eastern Shore, Saint Mary's County!

North Carolina Crisis

- **Strengthened workforce** with 3 FT MCT members, including bilingual services, to ensure shifts are fully staffed.
- **Improved billing practices** to increase revenue and promote sustainability.
- **Successfully rebranded** from CriSyS to Santé.
- **Enhanced community presence** with outreach and attendance.

Diverted from
Emergency Room

Estimated Cost
Savings of

\$1,911,598.33

Diverted from
Criminal Justice

Estimated Cost
Savings of

\$616,000

Diverted from Emergency
Petition/Involuntary Hold

Estimated Cost
Savings of

\$3,129,000

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 nationwide. Santé prides itself not only on its incredible workforce but also on its strong partnerships and community involvement. Santé participated directly in 6 local and national presentations and countless outreach events.



This Fiscal Year Santé presented at:

- AAS25 - Columbus, OH
- 6th Annual National Co-Responder Conference - Atlanta, GA
- Open Minds - New Orleans, LA
- Crisiscon 2024 - Phoenix, AZ
- 2024 CIT International Conference - Los Angeles, CA
- Santé's ASIST (Applied Suicide Intervention Skills Training) - Easton, MD

Attended These Outreach Events:

- Unite the City 5k - Charlotte, NC
- The Foundation Schools' 2025 Benefit - Greenbelt, MD
- 37th annual Tuerk Conference - Baltimore, MD
- Inside My Head: The Musical - Hyattsville, MD
- Eastern Shore Crisis: 1,162 Outreach Events throughout Talbot, Cecil, Caroline, Elkton, Queen Anne's, Anne Arundle, Dorchester, Midshore, Newark, Wilmington, Wicomico, Ocean City, Southern Maryland, Salisbury, Kent, Eastern Shore, Saint Mary's



Image (left to right): 1. Santé staff being awarded for their service during the Key Bridge Crisis in September 2024. 2. Santé CEO, Michelle Grigsby-Hackett, taking part in a live podcast at CrisisCon 2024.

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 county 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 recovery 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.



Image: New Wellness and Recovery Center Grand Opening

Wellness and Recovery Center (WRC)

Our Recovery Centers are 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.

Highlights

Santé was awarded a grant for Senior Services, including expansion of services, for FY26 in FY25.

Santé also received a grant for a new WRC in Montgomery County FY25. Our doors opened in FY25 to serve our communities.

Seniors and Caregivers Mental Health Services:

Santé's Senior Mental Health services are a unique grant-funded service 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 licensed psychiatric nurse practitioners to ensure every individual receives the necessary care. 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. 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 mental health and combat burnout.

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. BASICS, in collaboration with Santé, provides 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.



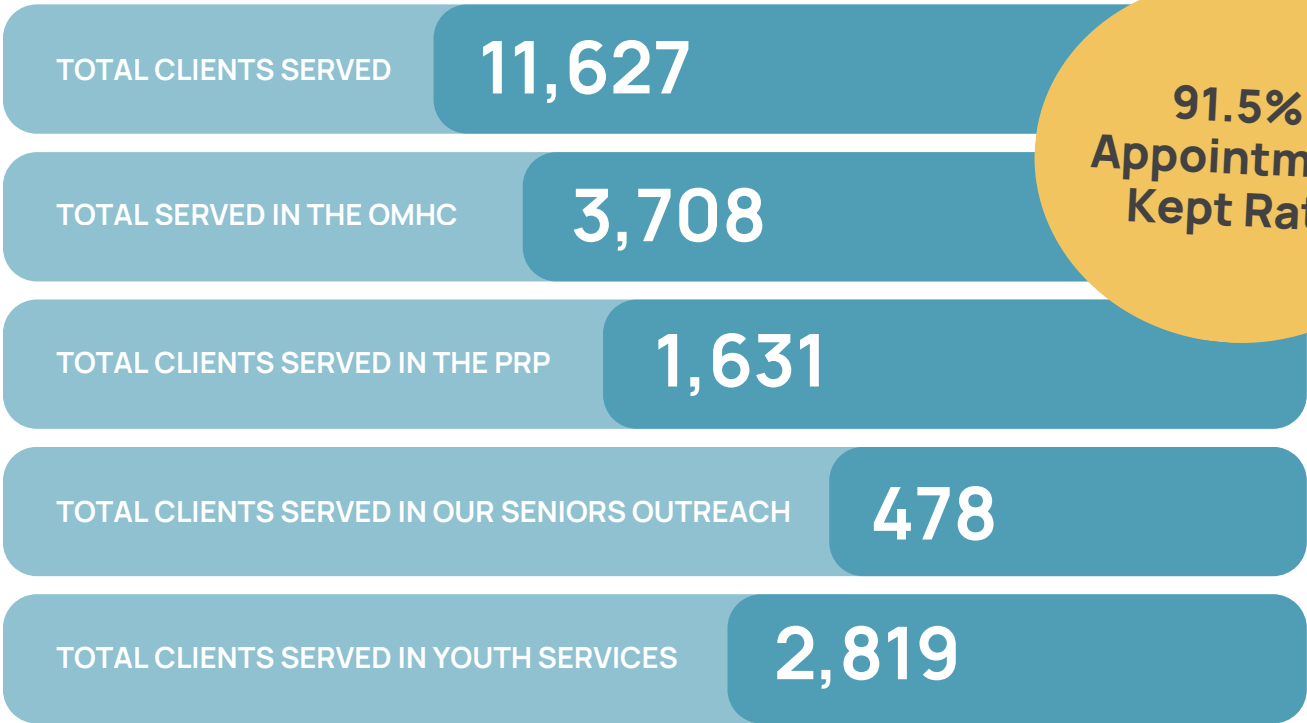
Image: Photo of the At Your Best Behavioral Group Team

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 in 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!

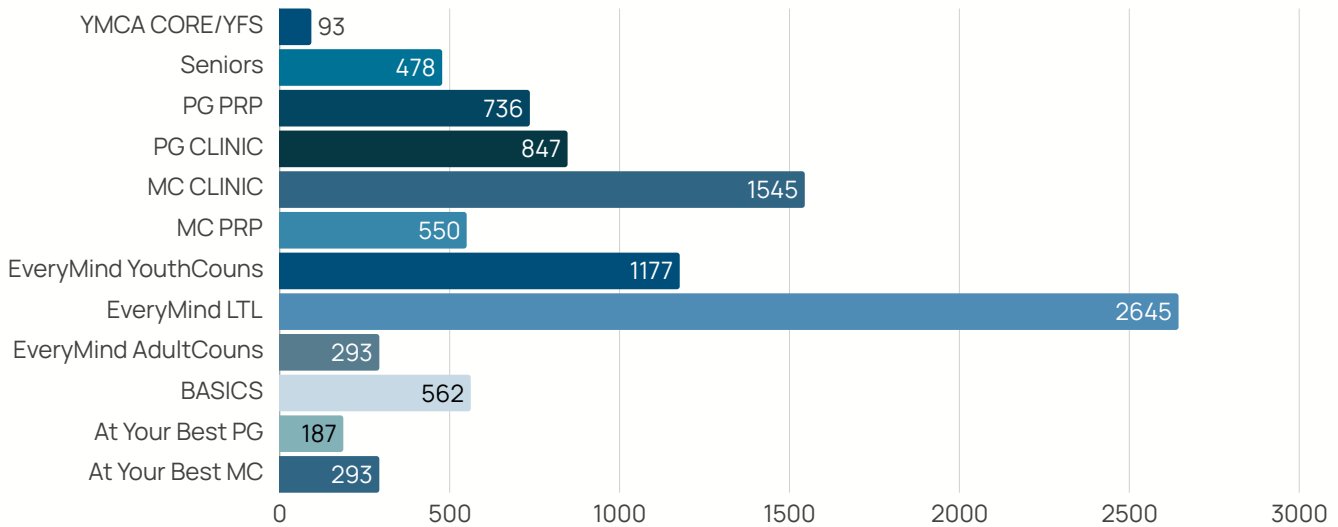
YMCA operates a unique program called Linkages to Learning, which operates in various schools in Montgomery County providing mental health services to students and families from those schools. They also provide case management to support families. Partnering with Santé to provide psychiatric services,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

Community Impact | Behavioral Health



**91.5%
Appointment
Kept Rate**

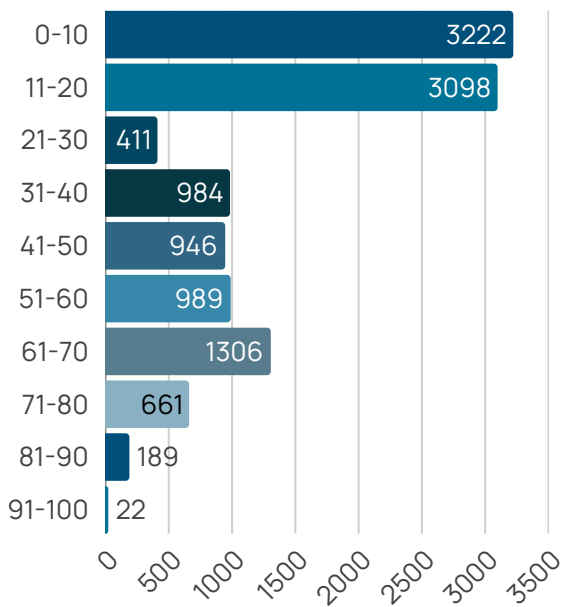
Total Clients by Service/Team:



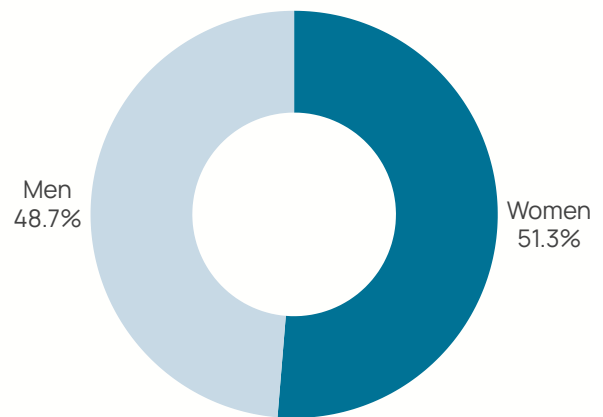
Santé strives for excellence in all we do, and these numbers reflect our reach and service for those we serve.

See below for important data points regarding Santé’s impact concerning our community behavioral health services:

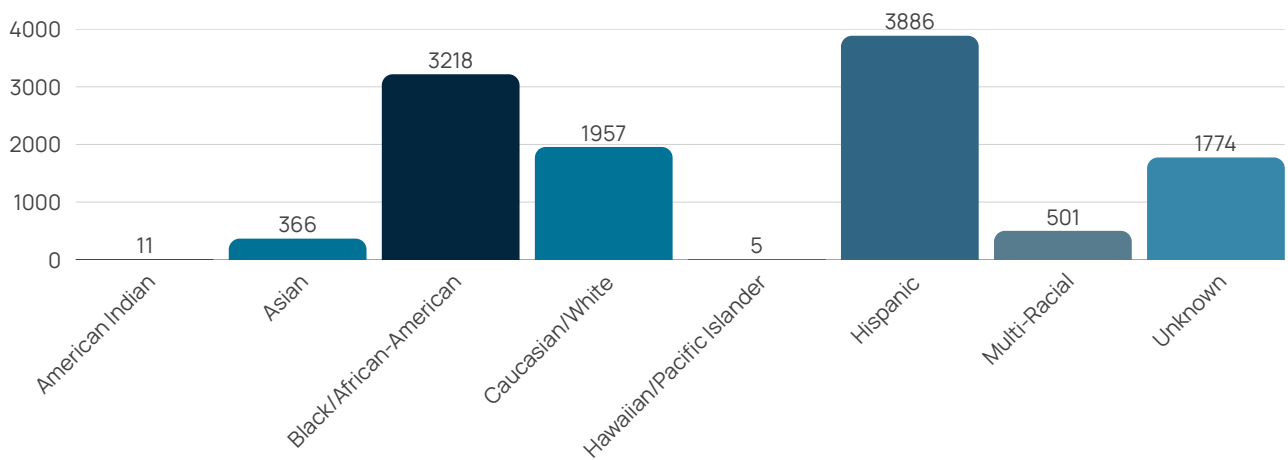
Total Clients by Age Group:



Total Clients by Gender:



Total Clients by Race:



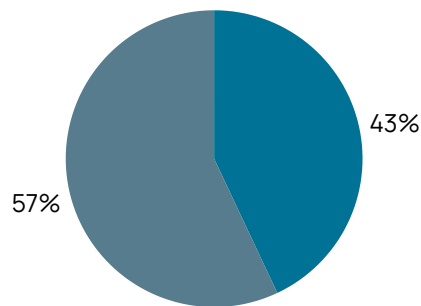
BH Client Satisfaction Survey

Outpatient Satisfaction Survey Results

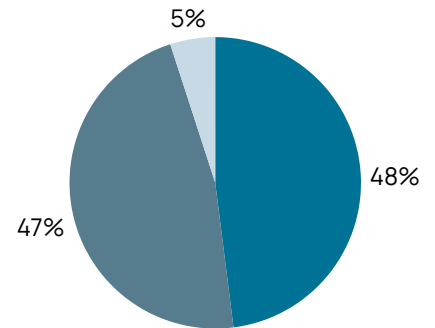
I felt comfortable asking questions about my treatments, medications & other options



Staff treated me with respect

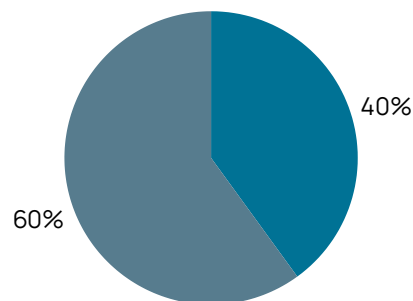


I'm satisfied with clinic services received at Santé



PRP Satisfaction Survey Result

I would recommend this program/agency to a friend or family member



FY25 Advocacy



Steadfast Support

The Santé Group has a rich history of advocacy for mental health in Maryland, as advocacy is an integral part of our mission. With over 50 years in the behavioral health field, and as the largest crisis provider in Maryland, Santé's driving force and unshakeable goal is to champion the right to access mental health services and support. During 2025, the state of Maryland faced challenges that threatened to have a substantial detrimental impact on mental health services. At the beginning of 2025, the state of Maryland proposed a \$2 billion budget cut due to growing shortfalls¹. Together with advocates from around the state and nation, Santé continues to advocate for the protection of Marylanders' mental health and access to crisis services by speaking out directly at legislative hearings, news stations, and many more platforms. On top of staying active in legislature, Santé's Executive Team attends international panels and networking events to further awareness and accessibility of mental health.

Image (top to bottom): 1 & 2. Santé is pictured advocating at legislative hearings concerning budget cuts to Crisis/Mental Health Services. <https://www.wbaltv.com/article/maryland-budget-cuts-proposed-2025-legislative-session/63373302>

FY25 Highlights



Santé Strong...!

Santé and RockCreek CEOs had the opportunity to present at Health 2.0 in Dubai in December 2024. The panel discussion focused on the importance of investing in early intervention programs for mental health concerns. The conference was an incredible opportunity to collaborate with others on ways to create positive, lasting change in the healthcare industry and worldwide.



In March 2025, Santé joined fellow nonprofits to meet with legislators and speak out against devastating budget cuts to behavioral health programs. These cuts put critical services at risk—but we're not backing down.

We'll keep fighting for the funding our communities need!

Image (top to bottom): 1. Santé and RockCreek CEOs attending the health2.0 Conference in Dubai. 2. Santé is pictured advocating at legislative hearings concerning budget cuts to Crisis/Mental Health Services.

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 behavioral health 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 call center capacity, integrated systems of response and on-site crisis care through its existing crisis programs as well as ensuring our clinics and recovery programs continue to expand capacity to serve as many individuals seeking treatment as possible.

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.

FY 26 Roadmap & Development Opportunities

Santé has its sights set on continued excellence in FY26 through behavioral health service expansions, crisis services enhancements and adjustments through state billing options, expanded capacity in our clinics and recovery 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 by pursuing further grant opportunities and ensuring the care access bridge between crisis services and long-term care is accessible and easily navigated for consumers.

Crisis Services has 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 that will offer over 30 years of experience to assist other organizations as they develop programs, establish growth opportunities, and meet goals.

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





HAVE MORE QUESTIONS? CONTACT US FOR MORE INFORMATION

Call or email us for further
questions and inquiries.



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SANTÉ

MARYLANDS LEADING CRISIS
PROVIDER FOR OVER 25 YEARS





Data Appendix

ANNUAL IMPACT REPORT FY 2025

988 Regional Call Center Services 2025 Data Report

Vibrant Reports:
Offered: **37,217 calls**
Answered: **33,092 calls**

Answer Rate:
within 30 sec: **94%**
within 20 sec: **89%**

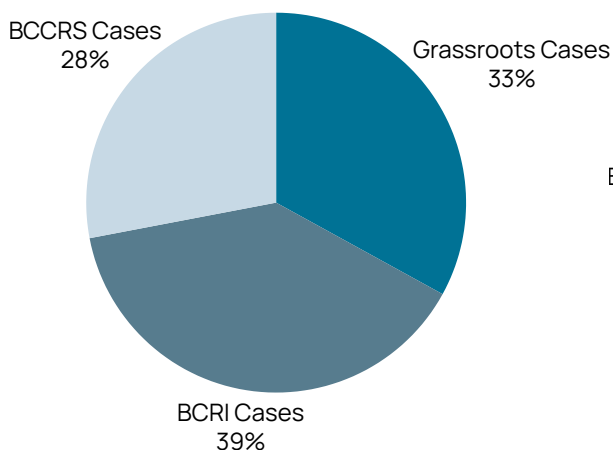
Average Speed of Answer:
17.69 seconds

Summary

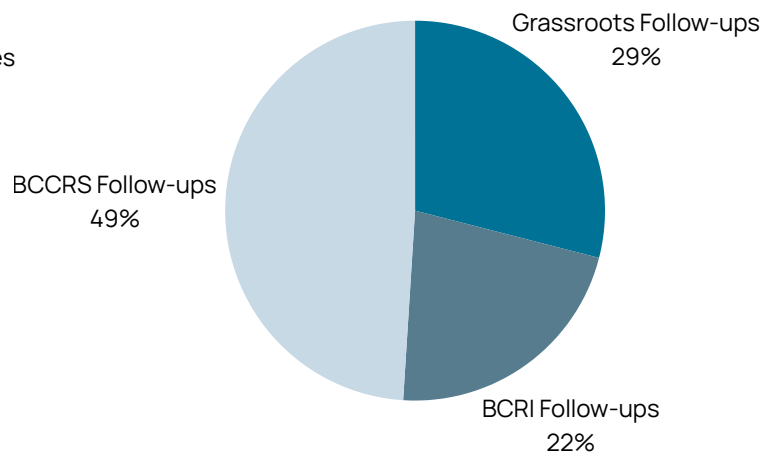
Santé participated in a regional 988 call center during FY25. Our Call Center operators under this program saw a 22% increase from FY24.

While these numbers only represent that program, Santé's Eastern Shore and Baltimore County Call Centers provide 988 back up call center services

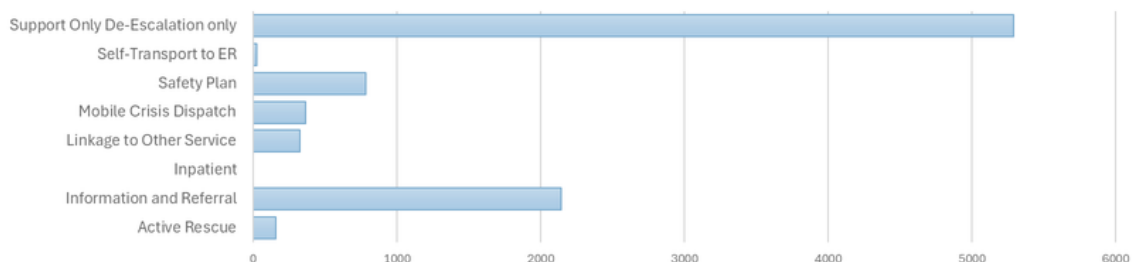
Regional 988 New Cases



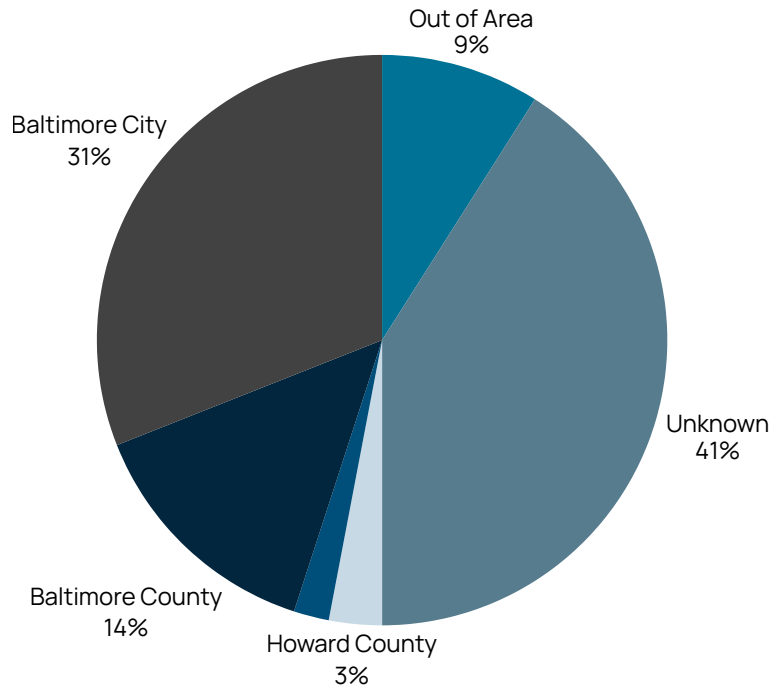
Regional 988 Follow Up Calls



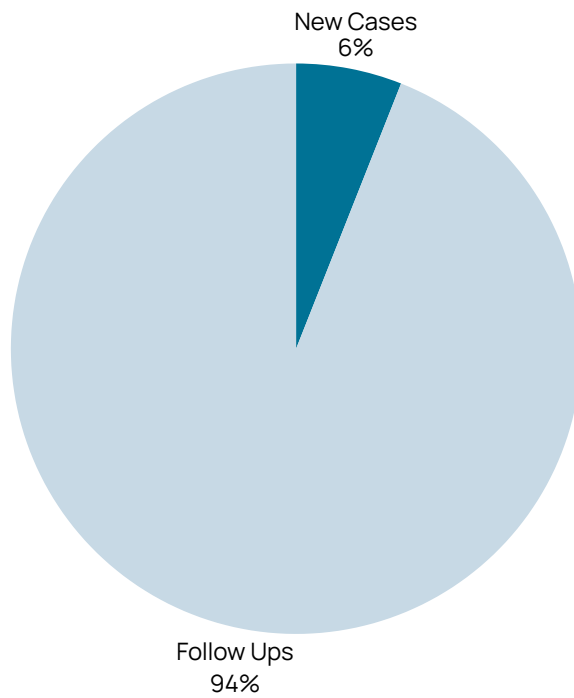
FY25 Outcomes



Call Origination Region



Call Type



211 Call Center 2025 Data Report

Total Calls Handled: **6,873**

Total Referred Calls (Unduplicated): **3,592**

Highest Volume of Calls by Gender: **Female**

Highest Volume of Calls by Race: **Black/African-American**

20 States, 59 Counties, 266 Cities, and 292 Zip Codes were serviced throughout **6,873** Incoming Calls to Santé's 2-1-1 Call Center Service.

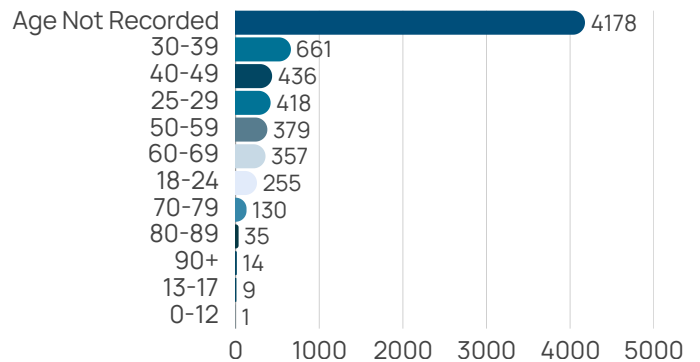
Baltimore City had the highest rate of calls at **3,420 calls**, making up **49.76%** of all calls.

St. Vincent de Paul of Baltimore had the highest count of referred calls at **926** calls, followed by Catholic Charities of Baltimore.

Summary

In FY25, Santé participated in Maryland's 211 call center network. While it will not continue in FY26, Santé was proud to be a part of this key service.

Age



Gender

