



State of Maryland Directory of Local Access Mechanisms November 2008



Governor's Office for Children
Promoting the well-being of Maryland's children

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Please note the definitions of the following terms that are used throughout this directory:

Child with Intensive Needs: A child who has behavioral, educational, developmental, or mental health needs that cannot be met through available public agency resources because: (a) The child's needs exceed the resources of a single public agency; and (b) There is no legally mandated funding source to meet the child's needs. (Source: COMAR 14.31.01.02)

Local Access Mechanism (LAM): An identifiable structure and method to help families access and coordinate available services and supports, both public and private, to address the full range of need encountered by families with children.

Navigation Services: Services for families who need additional assistance beyond a simple referral, including assistance in identifying strengths and needs and obtaining necessary services.

Family Navigation: Navigation services provided by a legacy parent or primary caregiver who is caring for or has cared for a child with mental health needs and/or developmental disabilities, including a child with intensive needs.

Systems Navigation: Navigation services provided by a professional or paraprofessional, not necessarily a legacy parent or primary caregiver.

Single Point of Access: A single point of entry for families who wish to obtain information or enter the system, regardless of the intensity of the needs of their children.

Systems of Care: Systems of Care are family and local community-driven service systems that improve access to services; provide engaging and effective service in a coordinated delivery system; and increase options and system resources in service delivery. Local, integrated systems of care is the connecting of all service delivery systems (mental health, child welfare, juvenile justice, education, substance abuse, housing) in order to create a seamless service delivery system for Maryland's children and youth.

Warmline: A non-emergency telephone line that is staffed by individuals trained to provide information and referral services.

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Information contained in this directory is considered current as of 11/14/08. Please contact the Governor's Office for Children with questions or comments at 410-767-4160 or go to www.goc.state.md.us to send an e-mail.

Allegany County

Local Management Board (LMB): Local Management Board of Allegany County, Inc.

Phone Number: 301-777-2008

E-mail address: kdelaney@allconet.org Website: www.lmb.allconet.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Allegany County

Specific eligibility criteria to be served by the Single Point of Access: Children with intensive needs and their families, as defined in COMAR 14.31.01.02: A child who has behavioral, educational, developmental, or mental health needs that cannot be met through available public agency resources because: (a) The child's needs exceed the resources of a single public agency; and (b) There is no legally mandated funding source to meet the child's needs.

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: The Family Network

Contact Person: Ula Keech, Family Navigator

Website: www.communitystuff.info

Phone number: 301-777-2005

E-mail Address: umills@mdcoalition.org

Address: 128 Virginia Ave, PO Box 2235, Cumberland, MD 21502

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: See description below for family navigators.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Allegany County

Specific eligibility criteria to be served by the navigators: Children with intensive needs and their families, as defined in COMAR 14.31.01.02: A child who has behavioral, educational, developmental, or mental health needs that cannot be met through available public agency resources because: (a) The child's needs exceed the resources of a single public agency; and (b) There is no legally mandated funding source to meet the child's needs.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Family Navigation Services

Contact Person: Ula Keech, Family Navigator

Website: www.communitystuff.info

Phone Number: 301-777-2005

E-mail Address: umills@mdcoalition.org

Address: 128 Virginia Ave, PO Box 2235, Cumberland, MD 21502

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? .75

Additional information about the navigation services: The roles of the family navigator include: Information, referral and linkage; individual support; community awareness; family leadership; positive relationships; and education and training. The family navigator works with the family and local agencies to identify strengths and needs and to obtain appropriate services and supports. The family navigator provides family-to-family support, education, advocacy, coaching, information and referral and follow-up. The family navigator is a parent who is caring for or has cared for a child with mental health needs and/or developmental disabilities.

Anne Arundel County

Local Management Board (LMB): Anne Arundel County Local Management Board

Phone Number: 410-222-7423

Website: www.aacounty.org/LocalMgmtBoard

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Anne Arundel County

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Network of Care for Children & Families

Contact Person: Guy Merritt, Resource Specialist

Phone number: 1-800-485-0041 or 410-266-5105

Website: <http://annearundel.md.networkofcare.org/family>

Address: 77 West Street, Suite 300, Annapolis, MD 21401

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: The Network of Care for Children & Families is a “no wrong door” online information place for individuals, families and agencies involved with children up to the age of 18. This remarkable website can greatly assist families in finding the best services for their children, from insurance coverage to local services. The Network of Care is an easy-to-use, comprehensive directory of community services that is available to everyone in Anne Arundel County. The Information Resource Line will be accessible by all residents of Anne Arundel County and it will act as the “single point of access” for those families whose children are considered to

require more intensive services. There will be a direct link between the Network of Care and the Information Resource Line. Families that do not have access to a computer will be able to receive assistance by calling directly to the Information Resource line. The Information Resource Line will be staffed Monday through Friday from 8:30 am to 5:00 pm. After-hour services, 5:00pm to 8:30 am will be provided by The Family Tree Stressline.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Anne Arundel County

Specific eligibility criteria to be served by the navigators: In order for a family to be served by the Systems Navigator, the referral must come from the Resource Specialist. The Resource Specialist assesses and determines if the family would benefit from the services of the systems navigator.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: The Family Tree

Contact Person: Diana Taylor

Address: 77 West Street, Suite 300, Annapolis, MD 21401

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? One

Additional information about the navigation services: The System Navigator’s primary responsibility is to identify and connect families to appropriate community and agency-based resources that address the needs of the youth and family.

Baltimore City

Local Management Board (LMB): The Family League of Baltimore City, Inc.

Phone Number: 410-662-5500

Website: www.flbcinc.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Baltimore City

Specific eligibility criteria to be served by the Single Point of Access: A child or youth with a developmental disability, mental health need, or other behavior needs.

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Baltimore Families First

Contact Person: Tonia Ferguson, Project Director

Phone Number: 410-662-5500 ext. 286

E-mail Address: Under Construction

Address: 2700 N. Charles Street, Suite 200, Baltimore, MD 21218

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: Baltimore Families First Program provides a face-to-face "One Stop" resource center for families parenting or caring for a child or youth with developmental disabilities, mental health needs, or behavioral health needs in Baltimore City.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Baltimore City

Specific eligibility criteria to be served by the navigators: Must meet any one of the following criteria:

- Are a grandparent raising a child with a developmental disability or mental or behavioral health diagnosis; or,
- Have a child with both developmental disability and mental health diagnosis; or,
- Are the parent or caregiver of a child with a developmental disability or mental or behavioral health diagnosis living in one of Baltimore's Empowerment Zones; or,
- Are seriously thinking of sending your child to a residential treatment center or other out-of-home placement; or,
- A family with a child with a developmental disability or mental health need working with Baltimore City Department of Social Services Strong Families, Strong Neighborhoods in the East Baltimore Community (serving zip codes 21205 and 21213); or,
- Are a family with a child with a developmental disability working with the CINS Pilot Project in partnership with the Community & Family Resource Center.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Baltimore Families First

Contact Person: Tonia Ferguson

Phone Number: 410-662-5500 ext. 286

E-mail Address: Under Construction

Mailing Address: 2700 N. Charles Street, Ste 200, Baltimore, MD 21218

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 5

Additional information about the navigation services: We creatively problem solve to find new solutions through information and referral and/or by creating a

family strengthening plan which enables families to be empowered to preserve, strengthen, and maintain their family structure.

Contact information for Baltimore Families First Navigators:

Charvette Barfield, Family Navigator: cbarfield@flbcinc.org

Robin El-Amin, Family Navigator: relamin@flbcinc.org

Karen Hawley, Family Navigator: khawley@flbcinc.org

Aisha Henderson, Family Navigator: ahenderson@flbcinc.org

Robyn Moore, Family Navigator: rmoore@flbcinc.org

Baltimore County

Local Management Board (LMB): Baltimore County Local Management Board

Phone Number: 410-887-4255

E-mail address: sfarina@baltimorecountymd.gov

Website: www.baltimorecountymd.gov/Agencies/lmb/index.html

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Baltimore County/Central Maryland

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: 2-1-1

Contact Person: Saundra Bond

Phone Number: 2-1-1

Mailing Address: c/o United Way of Central Maryland, 100 S. Charles St,
Baltimore, MD 21203

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: 2-1-1 will serve as the primary telephone number for accessing information about health and human services, with a 24-hour link that will connect people of all backgrounds and languages efficiently and effectively to appropriate services.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Baltimore County

Specific eligibility criteria to be served by the navigators: None

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Villa Maria Continuum

Contact Person: Bev Butler

Website: www.vmcontinuum.org/vmhome

Phone Number: 410-252-4700 x265

E-mail Address: bbutler@cc-md.org

Mailing Address: 2300 Dulaney Valley Road, Timonium, MD 21093

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 1 20-hour navigator

Additional information about the navigation services: The family navigator at Villa Maria Continuum assists families to identify and access services and programs for children and youth who have been involved with multiple child serving agencies or have intensive needs. The family navigator has extensive knowledge, along with personal experiencing in navigating Systems of Care.

The family navigator provides support, and helps the family assess their needs and strengths to develop a case plan based on information that includes the following:

- Child's clinical history, including previous hospitalizations
- Medications
- Overall behaviors at home and school
- Social skills
- Communication skills with the family

Calvert County

Local Management Board (LMB): Calvert County Family Network (CCFN)

Phone Number: 410-414-5997

E-mail address: scottme@co.cal.md.us

Website: www.co.cal.md.us/CCFNAQ.asp

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Calvert County

Specific eligibility criteria to be served by the Single Point of Access: Families, schools, or other professionals concerned about a child displaying behaviors which the referring source believes need to be addressed before more serious issues arise. Referrals may also concern children who are already displaying serious behavior problems.

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Family Coordination Center

Contact Person: Joanne Gay, Director

Phone number: 443-624-2630

E-mail Address: jgay@smcni.org

Mailing Address: P.O. Box 998, Prince Frederick, MD 20678

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: Services provided are single point of access, information about referrals to service, formal and informal assessments, linkage with both traditional and non-traditional services,

advocacy on behalf of children and families, ongoing coordination and support for children and families, and individual services and supports wrapped around the child and family's needs. Program goals are to link families with community programs and natural supports, to support parents and caregivers as partners, to fully utilize Calvert County resources, to facilitate early access to care, to ensure continuity of care across programs, to reduce the number of children and families involved with the juvenile justice and child welfare systems, and to enhance the overall quality of family life in Calvert County.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Calvert County

Specific eligibility criteria to be served by the navigators: Families with children with intensive needs

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Arc of Southern Maryland

Contact Person: Crystal Brehm

Website: www.arcsomd.org

Phone Number: 410-535-4461 x 112 or 410-610-8816

E-mail Address: navigator@arcsomd.org

Address: 355 W. Dares Beach Rd, Prince Frederick, MD 20678

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 1

Additional information about the navigation services: Telephone support to families in need of information and referral, assistance to help families become their own advocates, support to family by attending meetings, appointments, and other service provision with the family as requested, education on the principles and values of systems reform, formal and informal assessments, conducting training on issues related to parenting a special needs child.

Caroline County

Local Management Board (LMB): Caroline County Human Services Council, Inc.

Phone Number: 410-479-4446

E-mail address: cchsc@comcast.net

Website: www.cchs.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Chesapeake HELPS!

Contact Person: Kathy Edler

Phone number: 866-722-HLPS

Website: www.chesapeakehelps.org

E-mail Address: info@chesapeakehelps.org

Address: Chesapeake College, PO Box 8, Wye Mills, MD 21679

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: People may call the single point of access known as Chesapeake HELPS! to get resource and referral information. If it is determined that there is a child or family that is having major troubles and need help with the system, a referral may be made to

a family navigator who will help the family get to the resources that are best suited to their needs.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the navigators: Yes, to be determined-please contact navigator for information.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Mid-Shore Family Navigators

Contact Person: Heidi Rochon, Regional Director

Website: www.mdcoalition.org

Phone Number: 1-888-607-3637 or 410-479-1146

E-mail Address: hrochon@mdcoalition.org

Address: 317 Carter Avenue, Denton, MD 21629

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 3

Additional information about the navigation services:

A family navigator is a parent or primary caregiver who is or has cared for a child with special needs, is trained to assist other families to obtain the appropriate services and supports for their child and family, and is knowledgeable about state and local resources and how to access them. A family navigator can provide information, referral and linkage to appropriate services, 1:1 support and advocacy, guidance in completing forms and applications, education on laws, policies & procedures to access services, workshops to inform families on services and ways to advocate for their child.

Carroll County

Local Management Board (LMB): Carroll County Local Management Board

Phone Number: 410-386-3600

E-mail address: mscholz@ccg.carr.org

Website: www.carrollfamilies.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Carroll County

Specific eligibility criteria to be served by the Single Point of Access: Resident of Carroll County

Are resources primarily mental health-related? Yes No

Both developmental disabilities and mental health

Single Point of Access Contact Information:

Organization Name: Get Connected Family Resource Center

Contact Person: Laura Rhodes, Program Development Manager

Phone number: 410-871-0008 or 1-866-664-0008

Website: www.getconnectedcc.org

E-mail Address: Laura.Rhodes@mosaicinc.org

Address: 255 Clifton Blvd, Suite 204 Westminster, MD 21158

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: We help families identify and prioritize their needs and strengths. We then provide information

and referrals that will aid families in obtaining appropriate services for their children.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Carroll County

Specific eligibility criteria to be served by the navigators: Resident of Carroll County

Are navigation services primarily mental health-related? Yes No

Both developmental disabilities and mental health

Navigation Contact Information:

Organization Name: Get Connected Family Resource Center

Contact Person: Laura Rhodes, Program Development Manager

Phone number: 410-871-0008 or 1-866-664-0008

Website: www.getconnectedcc.org

E-mail Address: Laura.Rhodes@mosaicinc.org

Address: 255 Clifton Blvd, Suite 204 Westminster, MD 21158

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 2 (1 navigator works 32 hours/week, 1 works 8 hours/week, and 2 navigators work 20 hours/week each)

Additional information about the navigation services:

We help families identify and prioritize their needs and strengths. We then provide information and referrals that will aid families in obtaining appropriate services for their children.

A Cultural Navigator is co-located at the Get Connected Family Resource Center to provide outreach and referral to the Hispanic community in Carroll County.

Cecil County

Local Management Board (LMB): Cecil Partnerships for Children, Youth and Families, Inc.

Phone Number: 410-620-0762

E-mail address: csturgill@cecilpartnerships.org

Website: www.cecilpartnerships.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Cecil County

Specific eligibility criteria to be served by the Single Point of Access: Resident of Cecil County

Are resources primarily mental health-related? Yes No

Both developmental disabilities and mental health

Single Point of Access Contact Information:

Organization Name: Cecil County Family Link

Contact Person: Kim Shuler

Phone number: 410.620.3221 or 1.877.620.3221

Fax: 410.620.3389

E-mail Address: kshuler@mdcoalition.org

Address: 155 E. High Street, Suite 2, Elkton, MD 21921

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access:

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Cecil County

Specific eligibility criteria to be served by the navigators: Resident of Cecil County

Are navigation services primarily mental health-related? Yes No

Both developmental disabilities and mental health

Navigation Contact Information:

Organization Name: Cecil County Family Link

Contact Person: Kim Shuler

Phone number: 410.620.3221 or 1.877.620.3221

Fax: 410.620.3389

E-mail Address: kshuler@mdcoalition.org

Address: 155 E. High Street, Suite 2, Elkton, MD 21921

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 2

Additional information about the navigation services:

Charles County

Local Management Board (LMB): Charles County Human Services Partnership

Phone Number: 301-396-5238

Website: www.charlescounty.org/hsp

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Charles County

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: The Family Connection Center

Contact Person: Genell Reeves

Phone number: 301-885-1334

E-mail address: GR Reeves@TCYSB.org

Mailing Address: 6 Garrett Avenue, PO Box 2150, La Plata, MD 20646

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Charles County

Specific eligibility criteria to be served by the navigators: The family must have multiple human service needs and be willing to work on solving their problems.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Family Connection Center Navigation Services

Contact Person: Genell Reeves

Phone Number: 301-885-1334

E-mail Address: GR Reeves@TCYSB.org

Mailing Address: PO Box 2150, La Plata, MD 20646

Physical Address: 6 Garrett Avenue, La Plata, MD 20646

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 1

Dorchester County

Local Management Board (LMB): Dorchester County Local Management Board

Phone Number: 410-228-0281

E-mail address: nshockley@docogonet.com

Website: <http://docogonet.com/index.php>

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Chesapeake HELPS!

Contact Person: Kathy Edler

Phone number: 866-722-HLPS

Website: www.chesapeakehelps.org

E-mail Address: info@chesapeakehelps.org

Address: Chesapeake College, PO Box 8, Wye Mills, MD 21679

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: People may call the single point of access known as Chesapeake HELPS! to get resource and referral information. If it is determined that there is a child or family that is having major troubles and need help with the system, a referral may be made to

a family navigator who will help the family get to the resources that are best suited to their needs.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the navigators: Yes, to be determined- please contact navigator for information.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Mid-Shore Family Navigators

Contact Person: Heidi Rochon, Regional Director

Website: www.mdcoalition.org

Phone Number: 1-888-607-3637 or 410-479-1146

E-mail Address: hrochon@mdcoalition.org

Address: 317 Carter Avenue, Denton, MD 21629

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 3

Additional information about the navigation services:

A family navigator is a parent or primary caregiver who is or has cared for a child with special needs, is trained to assist other families to obtain the appropriate services and supports for their child and family, and is knowledgeable about state and local resources and how to access them. A family navigator can provide information, referral and linkage to appropriate services, 1:1 support and advocacy, guidance in completing forms and applications, education on laws, policies & procedures to access services, workshops to inform families on services and ways to advocate for their child.

Frederick County

Local Management Board (LMB): Frederick County Office for Children and Families

Phone Number: 301-600-3533

E-mail address: chenson@fredco-md.net

Website: www.co.frederick.md.us/index.asp?nid=59

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Frederick, Washington, Allegany, and Garrett Counties

Specific eligibility criteria to be served by the Single Point of Access: None-
Note: 2-1-1 is available through several phone carriers including cell phones. Normal airtime rates may apply. If you are unable to dial 2-1-1 through your phone carrier please use one of the alternate 10 digit numbers listed below.

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: 2-1-1/Frederick County Hotline Mental Health Association

Contact Person: Suzi Borg, Director of Hotline

Phone number: 2-1-1 or 301-662-2255 (Note: 2-1-1 is currently only accessible to Verizon customers and is not accessible via cell phones)

Website: www.fcmha.org or www.211md.org

E-mail Address: sborg@fcmha.org

Address: 263 W. Patrick Street, Frederick, MD 21701

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access:

2-1-1 is answered by trained call specialists who assess the callers' needs and link them to health and human services using a comprehensive database of federal, state and local services, both government and non-profit. 2-1-1 cuts through the confusion and links callers to the health and human services they need.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Frederick County

Specific eligibility criteria to be served by the navigators: The family must reside in Frederick County and have a child 21 or under with an intensive need.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Systems Navigation, Mental Health Association

Contact Person: Susan Barnhill, Systems Navigator

Hillary Banachowski, Family Navigator

Website: www.fcmha.org

Phone Number: 301-663-0011

E-mail Address: sbarnhill@fcmha.org or hbanachowski@fcmha.org

Address: 263 W. Patrick Street, Frederick, MD 21701

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 1.5

Additional information about the navigation services:

If a family needs more than resource and referral assistance as provided by the Single Point of Access, the family will be referred to systems navigation services where they will receive such assistance as: urgent assessment, administration of the Child and Adolescent Needs and Strengths tool, care management, help with completing applications, making appointments and identifying and addressing service capacity issues. Ongoing client satisfaction surveys will be used to ensure families are satisfied with services and to assure care that meets quality standards.

Garrett County

Local Management Board (LMB): Garrett County Partnership for Children and Families, Inc.

Phone Number: 301-334-1189

E-mail address: cstewart@garrettparntership.org or
partners@garrettpartnership.org

Website: www.garrettpartnership.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Garrett, Allegany, Washington, and Frederick Counties

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: 2-1-1/Frederick County Hotline Mental Health Association

Contact Person: Suzi Borg, Director of Hotline

Phone number: 2-1-1 or 301-662-2255

Website: www.fcmha.org/hotline.htm

E-mail Address: sborg@fcmha.org

Address: 263 W. Patrick Street, Frederick, MD 21701

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: Information and referral assistance for families and children who may need support with identifying and obtaining needed resources and services.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Garrett County

Specific eligibility criteria to be served by the navigators: None

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Partners SysCare® Systems Navigation

Contact Person: Lisa Drummond/Dawn Graves

Phone Number: 301-334-1189

E-mail address: lrummond@garrettpartnership.org or

dgraves@garrettpartnership.org

Website: www.garrettpartnership.org

Address: 12423 Garrett Highway, Oakland, MD 21550

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 2

Additional information about the navigation services:

Provides information and referral assistance for families and children who may need support with identifying and obtaining needed resources and services.

Harford County

Local Management Board (LMB): Harford County Local Management Board, Inc.

Phone Number: 410-638-3166

E-mail address: info@harfordcountylmb.org

Website: www.harfordcountylmb.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Note: There is a hybrid LAM that includes 2-1-1 First Call for Help as well as access through a number of other agencies and systems. 2-1-1 provides information & referral to those in search of resources for a range of issues

Jurisdiction(s) served by the Local Access Mechanism: Harford County
Specific eligibility criteria to be served by the Local Access Mechanism: There is a triage system that will determine eligibility.

Are resources primarily mental health-related? Yes No

Local Access Mechanism Information

Organization Name: United Way 2-1-1 First Call for Help

Phone number: 2-1-1 via Verizon landline or 1-800-492-0618

Website: <http://www.uwcm.org/uwcm/2-1-1.html>

E-mail Address: info@uwcm.org

Mailing Address: 100 South Charles St., 5th Fl., Baltimore, MD 21203-1576

Harford County Government Resource Guide:

<http://www.harfordcountymd.gov/services/guide.cfm>

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the LAM: Harford County has a Multiple Point of Access Hybrid LAM that includes the use of 211 First Call for Help, Harford County Government's electronic database, and a family navigation component contracted through the Maryland Coalition of Families. There are three levels at which families in Harford County can access services. Level I (Universal)—All families can call 2-1-1 and receive information regarding requested services.

Level II (Targeted Intervention)—families are screened into this level by 2-1-1 or referred directly by an agency or program and connected to a family navigator. The Family Navigator works with the family during the initial telephone call (from 2-1-1 possibly) and assists with linking the family to the necessary resource(s) over the phone or arranges to meet with the family. Level III (Intensive Intervention)—families who request and require intensive intervention are referred directly to the Family Navigator. Families may be referred directly by DSS, DJS, or the Core Service Agency, community-based organizations, or may self-refer.

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?
 Yes No N/A

Resource for information regarding problem behaviors:

Name: Harford County Department of Community Services

Phone: 410-638-3389

Website: www.harfordcountymd.gov/services

E-mail address: dcs@harfordcountymd.gov

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Harford County

Specific eligibility criteria to be served by the navigators: The family navigator will work with families that need both targeted intervention and intensive intervention.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Maryland Coalition of Families for Children's Mental Health

Contact Person: Michelle Washington

Phone Number: (410) 420-9880 (office) (443) 504-4509 (cell)

1-888-607-3637 (toll-free)

E-mail address: info@mdcoalition.org

Website: www.mdcoalition.org

Address: 19 Newport Drive, Suite 203, Forest Hill, MD 21050

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 2

Additional information about the navigation services:

The family navigator works in collaboration with agencies and other organizations to assist families to access the resources they need in a way that is responsive, strengths-based, comprehensive and family friendly. Equipped with information about resources and referral processes, the Family Navigator is able to link families to identified resources in an efficient and effective manner. This includes assisting families or caregivers in completing forms and following up with other necessary paperwork that can often impede the process. The Family Navigator is a legacy parent who provides support and guidance to families, teaching them ways to become strong advocates for their children. Another important role of the Family Navigator includes support in enhancing the family's ability to become equal partners in the service planning process for their child.

Howard County

Local Management Board (LMB): Howard County Local Children's Board
Phone Number: 410-313-1940

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?
 Yes No

Jurisdiction(s) served by the Single Point of Access: Howard County
Specific eligibility criteria to be served by the Single Point of Access: None
Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: The CARE Center

Contact Person: Lisa Rhodes

Phone number: 410-313-CARE (2273)

Website: www.horizonhelp.org

E-mail Address: children@howardcountymd.gov

Mailing Address: 3300 N. Ridge Rd, Ste 380, Ellicott City, MD 21043

Is there a walk-in center? Yes No

Is there a warmline? Yes (not available 24/7) No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: This service matches parents with resources that best meet the needs of their families; including, but not limited to, child care, parenting classes, substance abuse and prevention, and mental health.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Howard County

Specific eligibility criteria to be served by the navigators: Howard County residents

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Maryland Coalition of Families for Children's Mental Health

Phone Number: (Coalition Office) 410.730.8267 or 1.888.607.3637 Toll Free

Website: www.mdcoalition.org

Address: 10632 Little Patuxent Parkway, Ste. 119, Columbia MD 21044

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 1 (2 part-time navigators)

Additional information about the navigation services:

The services are available to provide support to those children and youth who require the services of more than one agency or organization to have their needs met.

Kent County

Local Management Board (LMB): Local Management Board for Children and Family Services of Kent County

Phone Number: 410-810-2673

E-mail address: cedwards@kentgov.org

Website: www.kentcounty.com/lmb

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No

Jurisdiction(s) served by the Single Point of Access: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Chesapeake HELPS!

Contact Person: Kathy Edler

Phone number: 866-722-HLPS

Website: www.chesapeakehelps.org

E-mail Address: info@chesapeakehelps.org

Address: Chesapeake College, PO Box 8, Wye Mills, MD 21679

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: Chesapeake HELPS! Is an information and referral system to be used by all families looking for information ranging from boy scouts and housing information to information on mental health, addiction, and other comprehensive services. Families that have

critical needs and need assistance in navigating multiple systems will be referred to the family navigator.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the navigators: None

Are navigation services primarily mental health-related? Yes No But not limited to mental health services

Navigation Contact Information:

Organization Name: Mid-Shore Family Navigators

Contact Person: Diane Lane, Family Navigator

Website: www.mdcoalition.org

Phone Number: 410-810-2673 (office) 443-480-2966 (cell)

E-mail Address: dlane@mdcoalition.org

Address: 903 Washington Avenue, Suite 4, Chestertown, MD 21620

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? .5 (1 navigator shared between Kent and Queen Anne's Counties)

Additional information about the navigation services:

Family navigators will be a resource for the Single Point of Access (helpline) as well as for families in touch with systems that need support in coordinating and advocating services for a child with multiple or chronic needs. A full-time family navigator is shared between Kent and Queen Anne's Counties and is housed in the Kent County LMB offices. Families can be self-referred for this support.

Montgomery County

Local Management Board (LMB): Montgomery County Collaboration Council for Children, Youth and Families, Inc.

Phone Number: 301-610-0147

E-mail address: info@collaborationcouncil.org

Website: www.collaborationcouncil.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Note: There are multiple access points in Montgomery County, and the LAM acts in direct consultation with these access points to ensure that referred children/families are linked with the most appropriate level of services.

Jurisdiction(s) served by the LAM: Montgomery County

Specific eligibility criteria to be served by the LAM: Yes—Families of children with intensive needs; children with multiple needs that make them most at-risk of out-of-home placement.

Are resources primarily mental health-related? Yes No

Local Access Mechanism Contact Information:

Organization Name: Local Access Mechanism (LAM) Office

Contact Person: Michelle Shay

Phone number: 301-610-0147

Website: www.collaborationcouncil.org and www.infomontgomery.org

E-mail Address: info@collaborationcouncil.org

Mailing Address: 15400 Calhoun Drive, Ste. 425, Rockville, MD 20855

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the LAM: The LAM is a structure and method that helps families with children with intensive and/or multiple needs that cannot be managed through a single public or private agency access the appropriate level of services and supports. It improves coordination of services within the child-serving community and functions as a systems barrier buster.

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use? Yes No N/A

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Montgomery County

Specific eligibility criteria to be served by the navigators: Yes--Families of children with intensive needs

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Montgomery County Federation of Families for Children's Mental Health, Inc.

Contact Person: Connie Escoe, Family Navigation Coordinator

Website: www.fofmc.org (under development)

Phone Number: 301-681-8929 ext. 23 Cell phone: 301-312-7771

E-mail Address: conniescoe@hotmail.com

Address: 1299 Lamberton Dr., Ste. 1B, Silver Spring, MD 20902

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 2 (1 navigator works 40 hrs/week, 1 navigator works 30 hrs/week)

Additional information about the navigation services: Family navigators assist parents and other primary caregivers by helping them successfully navigate the child-serving systems and supporting them in their relationships with staff and others involved in their lives. They help to promote family voice, choice and access at every decision-making point. They use their personal and professional life experiences to establish credibility and give family members hope for a better future. Family navigators provide unconditional acceptance, help in identifying strengths and needs, and assist with problem-solving as they support family members in their journey toward self-advocacy and self-efficacy.

Prince George's County

Local Management Board (LMB): Prince George's County Commission for Children, Youth and Families
Phone Number: 301-265-8446
Website: www.co.pg.md.us/Government/AgencyIndex/FamilyServices

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?
 Yes No N/A

Jurisdiction(s) served by the Single Point of Access: Prince George's County
Specific eligibility criteria to be served by the Single Point of Access: None—all Prince George's residents are eligible, with a particular emphasis on families and children birth to 21 years of age
Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: The Family Tree, Inc.
Contact Person: Resource Specialist
Phone number: 301-909-2138 or 800-243-7337 (Family Stressline)
Website: www.familytreemd.org
Address: 925 Brightseat Road, Ste 239, Landover, MD 20785

Is there a walk-in center? Yes No
Is there a warmline? Yes No
Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: The local access/single point of entry services help families become their own decision makers regarding supports and services that would help in their situation. The goal of the program is to assist families with children under 21 years of age through the education, social services and health care maze; to gather information on what services are provided and needed to assist families and their children to have

easier access about how and where to get assistance and essential services. Information and referral services are provided by telephone and, when appropriate, face-to-face family support services are available.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?
Family Navigation Systems Navigation
Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Prince George's County
Specific eligibility criteria to be served by the navigators: Yes—families or the child must be residents of Prince George's County. Families/youth are accepted for this service at the request of the family and through an assessment of need conducted by the Resource Specialist
Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: The Family Tree, Prince George's County Systems of Care
Contact Person: Systems Navigator
Website: www.familytreemd.org
Phone Number: 301-909-2138
Address: 925 Brightseat Road, Ste 239, Landover, MD 20785
Is there a walk-in center? Yes No
How many navigators are there (in terms of full-time equivalency)? .5 (1 part-time navigator, 20 hours/week)

Additional information about the navigation services:

The navigator provides "mobile family education and support services" for families parenting children under 21. By asking questions, knowing the resources of the county, and having specialty knowledge around issues confronting families with children under 21 and families with intensive needs, the navigator will link families with appropriate community resources. Services are identified with an eye toward accessing not only traditional community resources, but also those that may be considered less traditional and more informal, such as extended family, friends, neighbors, community organizations, and faith institutions.

Queen Anne's County

Local Management Board (LMB): Queen Anne's County Community Partnerships for Children and Families

Phone Number: 410-758-6677

E-mail address: galmb@gac.org

Website: www.communitypartnerships.info

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No

Jurisdiction(s) served by the Single Point of Access: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Chesapeake HELPS!

Contact Person: Kathy Edler

Phone number: 866-722-HLPS

Website: www.chesapeakehelps.org

E-mail Address: info@chesapeakehelps.org

Address: Chesapeake College, PO Box 8, Wye Mills, MD 21679

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: People may call the single point of access known as Chesapeake HELPS! to get resource and referral information. If it is determined that there is a child or family that is having major troubles and needs help with the system, their information will be

referred to a family navigator who will help the family get to the resources that are best suited to their needs.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the navigators: To be determined.

Please contact the navigator or LMB for more information.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Mid-Shore Family Navigators

Contact Person: Heidi Rochon

Website: www.mdcoalition.org

Phone Number: 1-888-607-3637 or 410-479-1146

E-mail Address: hrochon@mdcoalition.org

Address: 317 Carter Avenue, Denton, MD 21629

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 3

Additional information about the navigation services:

A family navigator is a parent or primary caregiver who is or has cared for a child with special needs, trained to assist other families to obtain the appropriate services and supports for their child and family, and is knowledgeable about state and local resources and how to access them.

Somerset County

Local Management Board (LMB): Somerset County Local Management Board

Phone Number: 410-623-2906

E-mail address: sclmb@intercom.net

Website: www.sclmb.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Somerset County families have access to services through the “no wrong door” model, including through the Family Navigator at the Somerset Family Link and the 2-1-1 Tri-County Hotline (available through any landline in Somerset County).

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Families seeking assistance for children exhibiting problem behavior would be encouraged to contact the Core Service Agency, Somerset County Health Department Behavioral Health, ESPS, Maple Shade, Chesapeake Behavioral Health, and/or Equine Assisted Therapy. Contact information for these agencies can be obtained from the LMB or the Family Navigator.

Families seeking assistance for alcohol and/or drug abuse problems would be encouraged to contact Somerset County Health Department Behavioral Health Services Addiction Program, the Center for Clean Start (pregnant and post-partum women), and/or Hudson Health. Contact information for these agencies can be obtained from the LMB or the Family Navigator.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Somerset County

Specific eligibility criteria to be served by the navigators: No

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Somerset Family Link

Contact Person: Tonya Wilson

Website: www.sclmb.org

Phone Number: 410-623-2906

E-mail address: tonyabalam@intercom.net

Address: 7004 Crisfield Highway, Westover, MD 21871

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 1

Additional information about the navigation services:

The family navigator helps parents or guardians with children with intensive needs to negotiate the social and health care systems, providing education and support to families and serving in a leadership capacity to promote systems of care in Somerset County.

St. Mary's County

Local Management Board (LMB): Local Management Board of St. Mary's County, Inc.

Phone Number: 301-475-4200 X 1686

E-mail address: Jaime.Jones@co.saint-marys.md.us

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No N/A

Jurisdiction(s) served by the Single Point of Access: St. Mary's County

Specific eligibility criteria to be served by the Single Point of Access: None—all children and families living in St. Mary's County who are seeking information on services, supports and resources are eligible.

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: The Family ACCESS Center of St. Mary's County

Contact Person: Sherri Morton

Phone number: 301-866-5332

E-mail address: smorton@tcysb.org

Website: www.stmarysnetworkofcare.org

Mailing Address: P.O. Box 1539, Lexington Park, MD 20653

Physical Address: 21161 Lexwood Drive, Lexington Park, MD 20653

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: The Single Point of Access provides information on resources, services and supports that are available to children and families in St. Mary's County. Families with access to

the internet may log on to the service directory, www.stmarysnetworkofcare.org for a range of resources and services specific to their need. Families wishing to speak directly to a worker for information may contact the 24-hour hotline at 301-863-6664. Individuals contacting the Single Point of Access will receive information and referrals to services.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: St. Mary's County

Specific eligibility criteria to be served by the navigators: Yes—families with children with intensive needs, including developmental, emotional, and mental health disabilities, are eligible for navigation services. Children experiencing difficulties in school are also eligible.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: The Family ACCESS Center of St. Mary's County

Contact Person: Sherri Morton

Phone number: 301-866-5332

E-mail address: smorton@tcysb.org

Website: www.stmarysnetworkofcare.org

Mailing Address: P.O. Box 1539, Lexington Park, MD 20653

Physical Address: 21161 Lexwood Drive, Lexington Park, MD 20653

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 1

Additional information about the navigation services:

The family navigator ensures that families with children with intensive needs are linked to appropriate services in a timely manner. The family navigator advocates on families' behalf, coordinates services, and accompanies families to appointments (doctors, school, court) when necessary. In addition, the navigator provides opportunities for empowering families, and coordinates monthly Family Support Nights, where families receive information and build their peer network for support. Limited flex funds are available to pay for services when no other alternatives for receiving needed services are available.

Talbot County

Local Management Board (LMB): Talbot Family Network

Phone Number: 410-770-6870

E-mail address: dhacker@talbotcountymd.gov

Website: www.talbotfamilynetwork.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No

Jurisdiction(s) served by the Single Point of Access: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Chesapeake HELPS!

Contact Person: Kathy Edler

Phone number: 866-722-HLPS

Website: www.chesapeakehelps.org

E-mail Address: info@chesapeakehelps.org

Address: Chesapeake College, PO Box 8, Wye Mills, MD 21679

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: People may call the single point of access known as Chesapeake HELPS! to get resource and referral information. If it is determined that there is a child or family that is having major troubles and needs help with the system, their information will be

referred to a family navigator who will help the family get to the resources that are best suited to their needs.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Mid-Shore 5-County Area: Caroline, Dorchester, Kent, Queen Anne's & Talbot

Specific eligibility criteria to be served by the navigators: To be determined.

Please contact the navigator or LMB for more information.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Mid-Shore Family Navigators

Contact Person: Bernadette Townsend

Website: www.mdcoalition.org

Phone Number: 410-901-1007

Fax Number: 410-221-1917

E-mail Address: btownsend@mdcoalition.org

Address: 2450 Cambridge Beltway, Cambridge, MD 21613

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 3

Additional information about the navigation services:

A family navigator is a parent or primary caregiver who is or has cared for a child with special needs, trained to assist other families to obtain the appropriate services and supports for their child and family, and is knowledgeable about state and local resources and how to access them.

Washington County

Local Management Board (LMB): Washington County Community Partnership for Children & Families

Phone Number: 240-313-2090

E-mail address: sstone@washco-md.net

Website: www.wccp-online.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No

Jurisdiction(s) served by the Single Point of Access: Frederick and Washington Counties currently and Allegany and Garrett Counties in the near future

Specific eligibility criteria to be served by the Single Point of Access: None—

Note: 2-1-1 is available through several phone carriers including cell phones. Normal airtime rates may apply. If you are unable to dial 2-1-1 through your phone carrier please use one of the alternate 10 digit numbers listed below.

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Mental Health Association of Frederick County

Contact Person: Suzi Borg

Phone number: 2-1-1, 1-800-422-0009 or 301-662-2255 (Note: 2-1-1 is available through several phone carriers including cell phones. Normal airtime rates may apply. If you are unable to dial 2-1-1 through your phone carrier please use one of the alternate 10 digit numbers)

Website: www.fcmha.org or www.211md.org

E-mail Address: sborg@fcmha.org

Address: 263 W. Patrick St, Frederick, MD 21701

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: 2-1-1 is answered by trained call specialists who assess the callers' needs and link them to the right health and human services using a comprehensive database of federal, state and local services, both government and non-profit. 2-1-1 cuts through the confusion and links callers to the health and human services they need.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Washington & Allegany Counties

Specific eligibility criteria to be served by the navigators: No

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: The Family Network, A Program of the Maryland Coalition of Families for Children's Mental Health

Contact Person: Lolita Spangler

Website: www.mdcoalition.org

Phone Number: 301-791-0117 or 1-888-607-3637

E-mail Address: lspangler@mdcoalition.org

Address: 638 Oak Hill Avenue, Hagerstown, MD 21740

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? Five 30-hour per week Family Navigators (3 in Washington County & 2 in Allegany County).

Additional information about the navigation services:

The Family Network provides: information, referral and linkage to appropriate services; one-to-one support and advocacy; guidance in completing forms and applications for services; support at meetings, when possible; education on laws, policies and procedures to access services; and workshops to inform families on services and ways to effectively advocate for children. The Family Network also works in partnership with local agencies and participates on planning and advisory boards to provide a family perspective on policies and programs for children with special needs. The Family Network makes every effort to involve many families in leadership roles in their community.

Wicomico County

Local Management Board (LMB): Wicomico Partnership for Families & Children

Phone Number: 410-546-5400

E-mail address: partners@wicomicocounty.org

Website: www.wicomicocounty.org/partnership

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No

Additional source of information: Call Life Crisis Hotline at 2-1-1

Jurisdiction(s) served by the Single Point of Access: Wicomico County

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Wicomico Partnership for Families & Children, Family Connection Center

Contact Person: Kim Estep

Phone number: 410-546-5400

Website: www.wicomicocounty.org/partnership

E-mail Address: partners@wicomicocounty.org

Address: 921 Mt. Hermon Road, PO Box 870, Salisbury, MD 21803

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: We provide information and referrals for any individual calling the office. Connection to resources is also available. We can assist in the completion of forms and referrals.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Wicomico County

Specific eligibility criteria to be served by the navigators: Yes, The family must be requesting more than just information and referral and/or needs additional assistance with connection to services.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Wicomico Partnership for Families and Children

Contact Person: Kim Estep

Website: www.wicomicoconty.org/partnership

Phone Number: 410-546-5400

E-mail Address: partners@wicomicocounty.org

Address: 921 Mt. Hermon Road, P.O. Box 870, Salisbury, MD 21803

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 1 currently, searching for a second full-time navigator

Additional information about the navigation services:

Provides connection to services and assists families with referrals and making first contact with the referral agency(ies).

Worcester County

Local Management Board (LMB): Worcester County Initiative to Preserve Families

Phone Number: 410-632-3648

E-mail address: info@worcesterchildren.org

Website: www.worcesterchildren.org

Local Access Mechanism

Does the LMB have a Local Access Mechanism? Yes No

Single Point of Access

Does the LMB have a Single Point of Access? Yes No

Does the Single Point of Access provide information/resources to parents/caregivers who have a child exhibiting problem behavior, such as non-violent or violent behavior (including gang involvement) and alcohol/drug use?

Yes No

Worcester County currently has a single point of access. However, the goal is to embed navigators into all public agencies as well as the two community service centers to create a "no wrong door" system.

Jurisdiction(s) served by the Single Point of Access: Worcester County, but no one is turned away

Specific eligibility criteria to be served by the Single Point of Access: None

Are resources primarily mental health-related? Yes No

Single Point of Access Contact Information:

Organization Name: Family Connections—Pocomoke and Berlin by Worcester Youth and Family Counseling Services, Inc.

Contact Person: Teresa Fields

Phone number: 410-641-4598 or 211

Website: www.worcesterchildren.org; worcester.md.networkofcare.org;

www.yourcommunitylink.org

E-mail Address: wycfs@aol.com

Address:

Berlin Location: 124 North Main St., Suite C, Berlin, MD 21811

Pocomoke Location: 124 Willow Street, Pocomoke City, MD 21851

Is there a walk-in center? Yes No

Is there a warmline? Yes No

Is there an informational, comprehensive, searchable website? Yes No

Additional information about the Single Point of Access: A coordinated network of community-based services and supports that are organized to meet the challenges of children and youth with serious mental health needs and their families. Families and youth work in partnership with public and private organizations to design mental health services and supports that are effective, that build on the strengths of individuals, and that address each person's cultural and linguistic needs. A system of care helps children, youth and families function better at home, in school, in the community and throughout life. LAM can be accessed by walk-in, telephone (including 211), or on-line.

Navigation Services

Does the LMB offer Navigation Services? Yes No

What type of navigation services does the LMB offer?

Family Navigation Systems Navigation

Family AND Systems Navigation

Jurisdiction(s) served by the navigators: Worcester County

Specific eligibility criteria to be served by the navigators: Yes, children and youth with mental health needs and their families.

Are navigation services primarily mental health-related? Yes No

Navigation Contact Information:

Organization Name: Family Connections—Pocomoke and
Family Connections—Berlin

Contact Person: Teresa Fields

Phone number: 410-641-4598 or 211

Website: www.worcesterchildren.org

E-mail Address: wycfs@aol.com

Address:

Berlin Location: 124 North Main St., Suite C, Berlin, MD 21811

Pocomoke Location: 124 Willow Street, Pocomoke City, MD 21851

Is there a walk-in center? Yes No

How many navigators are there (in terms of full-time equivalency)? 2

Additional information about the navigation services:

An empowerment program that connects vulnerable local families to local resources in an effort to promote self-sufficiency. The navigators partner with a variety of local human service agencies, faith-based organizations, and other nonprofit organizations to provide individualized, comprehensive care.

Additional Resources

Note: This list should not be considered to be comprehensive or exhaustive

Maryland State Government: <http://www.maryland.gov>

- Department of Budget and Management helps the Governor, State agencies, and their employees provide effective, efficient, and fiscally sound government to the citizens of Maryland.
<http://www.dbm.state.md.us>
- Maryland Department of Disabilities oversees the restructuring, reorganization of government delivery of services & programs for people with disabilities in Maryland through collaboration with all state government agencies.
<http://www.mdod.state.md.us>
- Department of Health and Mental Hygiene protects, promotes and improves the health and well-being of all Maryland citizens in a fiscally responsible way.
<http://www.dhmh.state.md.us>
- Department of Human Resources assists people in economic need, provide prevention services, and protect vulnerable children and adults
<http://www.dhr.state.md.us>
- Department of Juvenile Services seeks to ensure the public safety and protection of the community, to hold juvenile offenders accountable to victims and communities, and to develop youth competency and character to assist them in becoming responsible and productive members of society.
<http://www.djs.state.md.us>
- Maryland State Department of Education provides leadership, support, and accountability for effective systems of public education, library services, and rehabilitation services.
<http://www.marylandpublicschools.org/msde>
- Governor's Office on Crime Control and Prevention is Maryland's one stop shop for resources to improve public safety. GOCCP exists to educate, connect, and empower Maryland's citizens and public safety entities through innovative funding, strategic planning, crime data analysis, best practices research and results-oriented customer service. <http://www.goccp.org>
- Maryland Gang Awareness focuses primarily on youth gangs that fall within two categories: local neighborhood gangs, and locally operated

gangs with national gang affiliation.

<http://www.mdgangs.info>

- Maryland's comprehensive website concerning sex offenders.
<http://www.socem.info>
- Resource Directory for Maryland's Children, Youth and Families:
<https://scyfis.cleverex.com/OCYF/en/OCYF/homepublic.asp>

Research & Technical Assistance Links:

- American Youth Policy Forum provides learning opportunities for policymakers, practitioners, and researchers working on youth and education issues at the national, state, and local levels.
<http://www.aypf.org>
- Annie E. Casey Foundation helps build better futures for millions of disadvantaged children who are at risk of poor educational, economic, social, and health outcomes.
<http://www.aecf.org>
- Chapin Hall is a research and development center that brings the highest standards of scholarship and the intellectual resources of one of the world's great research universities to the real-world challenges of policymakers and service providers struggling to ensure that children grow, thrive, and take their place in a formidable world.
<http://www.chapinhall.org>
- The Forum for Youth Investment provides youth and adult leaders with the information, technical assistance, training, network support and partnership opportunities needed to increase the quality and quantity of youth investment and youth involvement.
<http://www.forumforyouthinvestment.org>
- The Innovations Institute, a technical assistance, training and evaluation center for children, youth and families in the state of Maryland, builds expertise that is innovative and transformative, so that every child, youth and family can achieve wellness and sustainability while shaping their own care and the state of Maryland's future.
<http://www.medschool.umaryland.edu/innovations>
- The Urban Institute analyzes policies, evaluate programs, and inform community development to improve social, civic, and economic well-being.
<http://www.urban.org>