Behavioral Health and Crisis Services

APPROVED FY27 BUDGET	FULL TIME EQUIVALENTS
$98,954,567	313.40

JAMES BRIDGERS PH.D., MBA, DIRECTOR

FUNCTION

The mission of Behavioral Health and Crisis Services (BHCS) is to promote the behavioral health and well-being of Montgomery County residents. BHCS works to promote mental wellness, prevent substance abuse and suicide, and to ensure access to a comprehensive treatment and recovery system of effective services and support for children, youth and families, adults, and seniors in crisis or with behavioral health needs. BHCS is committed to ensuring culturally and linguistically competent care and the use of evidence-based or best practices along a continuum of care. BHCS works with the State's Behavioral Health Administration, Health and Human Services service areas, County agencies, and the community to provide strength-based and integrated services to people in need.

PROGRAM CONTACTS

Contact Monica Martin of the HHS - Behavioral Health and Crisis Services at 240-777-1488 or Grace Pedersen of the Office of Management and Budget at 240-773-1088 for more information regarding this department's operating budget.

PROGRAM DESCRIPTIONS

24-Hours Crisis Center

The Crisis Center serves all Montgomery County residents who present for service 24 hours a day, 365 days per year (including holidays). Telephone and walk-in crisis intervention services are provided on-site at 1301 Piccard Drive in Rockville and Mobile Crisis and Outreach Response services are provided in any non-institutional setting in Montgomery County, including homes, shelters, street locations, businesses, libraries etc. Mobile Crisis and Outreach Teams (MCOTs) also provide Critical Incident Stress Management and on-scene support to assist with disaster management, sudden deaths, and other community crises. The Crisis Center offers short-term Residential Crisis Services beds for eligible clients at risk of hospitalization or as an alternative to hospitalization. The on-site Behavioral Health Crisis Stabilization Center (BHCSC) provides 24/7 short-term support for residents experiencing mental health or substance use crises. The center offers a comfort-focused, non-hospital setting with up to 23-hour stays and quiet rooms for de-escalation. During their stay, individuals receive rapid assessment, psychiatric evaluation, medication management, crisis counseling, peer support, and care coordination, with the goal of stabilizing clients, reducing immediate distress, and connecting them to ongoing care and community resources. Referrals are accepted from individuals, families, community providers, and partner agencies, and walk-ins are welcome. No insurance is required, and no one is denied services due to inability to pay. The Crisis Center also screens and refers eligible clients to domestic violence shelter and trauma services. In addition, the Crisis Center refers homeless individuals to shelter services after hours and operates as the after-hours contact for Public Health, Emergency Services, Adult Protective Services, and Child Welfare Services.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of walk-in contacts [1]	4,602	4,026	4,500	4,750	5,000
Number of students identified by schools to be at risk who were referred to the Crisis Center [2]	1,206	1,028	1,100	1,200	1,300
Percent of students identified by schools to be at risk that are stabilized utilizing community resources without hospital intervention [3]	88%	97%	90%	95%	95%

[1] *The Crisis Center has steadily expanded mobile crisis outreach services which may have contributed to the decrease in walk-in contacts.*

[2] *Montgomery County Public Schools (MCPS) has steadily increased the number of licensed mental health professionals within the school system and has provided additional trainings on risk assessment screenings for in-school staff. This appears to have resulted in fewer external referrals to the Crisis Center, with the referrals generally reflecting higher acuity.*

[3] *Despite having overall fewer school referrals from Montgomery County Public Schools in FY24, the percentage of students diverted into a community resource has continued to remain high, which reflects the Crisis Center staff's skilled use of community alternatives.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**13,720,456**	**78.40**
Replace: Operating Budget Impact Associated with the Diversion Center Behavioral Health Crisis Stabilization Center (BHCSC)	3,104,903	18.00
Enhance: Crisis Center Contractual Conversion	0	1.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,015,053	0.00
FY27 Approved	**17,840,412**	**97.40**

Access To Behavioral Health Services

Access to Behavioral Health Services connects uninsured and low-income consumers with mental health and/or substance abuse problems to the appropriate community services by providing information and referrals, and behavioral health screenings and assessments. To provide effective engagement in needed services, program staff also provide short-term case management and psychiatric services to vulnerable clients, such as those recently discharged from a psychiatric hospital or correctional institution, until they can be linked to a community mental health program. More intensive social work services are provided to individuals with serious mental health conditions to ensure effective engagement in needed services and sufficient community supports to reduce negative outcomes and foster the wellness and recovery of the consumer.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Total number of unduplicated clients served [1]	3,882	4,573	3,990	3,990	3,990
Percent of clients referred keeping first appointment with community provider [2]	64%	53%	72%	75%	75%
Percent of customers satisfied with Access staff services [3]	92%	94%	95%	95%	95%

[1] *FY25 saw a 20% increase by having placement when the need was present. The program adapted its service model to be in those spaces.*

[2] *In FY25, the program made changes to its service model, moving therapists to homeless shelters and probation and parole offices. The program attempted to use different staff for follow-ups which did not go as well as expected.*

[3] *The survey was distributed to 165 clients and 152 completed the survey.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**4,404,223**	**30.00**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	5,467	0.00
FY27 Approved	**4,409,690**	**30.00**

Admin - Behavioral Health & Crisis Services

This program leads, oversees, and guides the administration of Behavioral Health and Crisis Services (BHCS). It coordinates the implementation of the strategic alignment plan, and the development of the County behavioral health continuum.

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**2,439,006**	**9.00**
Enhance: Substance Use Disorder Interventions and Evidence-Based Prevention for Upper Elementary and Lower Middle School Grades	300,600	0.00
Increase Cost: Annualization of FY26 Personnel Costs	54,168	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(1,834,102)	(5.00)
FY27 Approved	**959,672**	**4.00**

Adult Behavioral Health Services

This program (ABHP) offers a range of services including individual and group psychotherapy, office-based case management, psychiatric evaluations, and medication monitoring for Montgomery County residents with serious mental health conditions who have limited financial resources. The program primarily serves individuals who cannot access the public mental health system due to a lack of public benefits, or other income barriers. ABHP also supports clients in special circumstances, such as those recently discharged from psychiatric hospitalization or incarceration, individuals involved with other health and human service agencies, or those who have not benefited from prior treatment within the public system. The program's goal is to enhance clients' behavioral health and promote greater adaptive functioning within the community. Most staff are bilingual in either Spanish or Vietnamese, and additional interpretation services are available through the Language Line.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of clients served [1]	261	263	275	285	285
Percent of clients showing improvement in functioning and decreased symptoms - BASIS 24 Scale [2]	58.0%	40.3%	50.0%	60.0%	60.0%

[1] *A personnel shortage continues to limit the number of clients served. The program plans to leverage existing resources to be able to serve medication-only cases.*

[2] *The population served is expected to have changes in their symptoms based on their diagnosis. Even though they are in recovery, they may relapse at times and their answers may vary accordingly.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**1,909,347**	**12.50**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	260,058	0.25
FY27 Approved	**2,169,405**	**12.75**

Adult Forensic Services

Adult Forensic Services provides services to individuals who are incarcerated and involved in the Montgomery County legal system who have a mental health or substance use disorder diagnosis. Services include behavioral health evaluations, screenings, diversion, referral to Mental Health Court, and treatment of individuals with substance use disorder. Adult Forensic Services is comprised of four programs: Clinical Assessment and Transition Services; Jail Addiction Services; the Justice Clinical Assessment and Planning Team; and Stop, Triage, Engage, Educate, Rehabilitate. Clinical Assessment and Transition Services (CATS) provide assessment and post-booking diversion services to newly booked inmates with behavioral health issues, and discharge planning for those being released to the community. The Forensic Liaison supports the Competency Docket with reentry recommendations for those returning from State Hospitals as well as court advocacy. Jail Addiction Services (JAS) is an ASAM II.5 level of care for inmates with Substance Use Disorders at the Montgomery County Correctional Facility, in a therapeutic community housing unit. The Justice Clinical Assessment and Planning (JCAP) Team provides clinical assessment, care planning, and care coordination to the clients of Mental Health Court. This problem-solving court diverts eligible defendants who have committed non-violent and/or victimless crimes, and have a mental health diagnosis, into treatment and from jail, improving public safety by reducing recidivism and helping participants regain productive lives in the community. Participation is voluntary. Stop, Triage, Engage, Educate, Rehabilitate (STEER) is a team of peer specialists who respond 24/7/365 to opioid and substance-related emergencies. Recovery Peer Specialists respond to EMT, police, and emergency room calls regarding an overdose and substance-use related cases. Peers meet with the client in the community to support and engage them in treatment. If the client is receptive, peers will continue providing follow-up services.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Total number of unduplicated clients served [1]	2,556	2,669	2,770	2,770	2,770
Percent of Stop, Triage, Engage, Educate and Rehabilitate (STEER) participants who attend first treatment appointment [2]	57%	62%	63%	63%	63%
Percent of Mental Health Court clients who completed program [3]	83%	65%	75%	75%	75%
Percent of Jail Addiction Services clients that were not reincarcerated within a year of program completion [4]	71%	79%	75%	75%	75%

[1] *The increase in total clients in FY25 reflects a continuing trend from FY24. The program projects continued increases.*

[2] *Through ongoing efforts of the recovery peer support specialists, FY25 saw outcomes for STEER clients recovering from their lower stats in FY24. Increasingly, more clients showed interest in being connected to the appropriate level of treatment. The STEER program outcome exceeds national trends for this type of program.*

[3] *The percent of clients completing program decreased in F25 due to a change of judges in District Court, difficulty maintaining clients with high needs, and new and stricter policies from the State Attorney's Office.*

[4] *The significant improvement seen for FY25 may be attributed to relieved staff shortages and more community-based, accessible treatment that engages inmates released from jail to prevent reincarceration.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**4,086,118**	**28.00**
Enhance: Adult Drug Court Case Management Contractual Conversion	0	1.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	587,222	1.00
FY27 Approved	**4,673,340**	**30.00**

Local Behavioral Health Authority

The Local Behavioral Health Authority (LBHA) of Montgomery County supports the well-being of residents of all ages by coordinating and strengthening the County's public behavioral health system. Maryland requires every jurisdiction to have an LBHA that plans, manages, and oversees publicly funded behavioral health services in alignment with standards set by the State's Behavioral Health Administration. The LBHA collaborates with community organizations, public agencies, schools, and behavioral health providers to ensure access to high-quality mental health, substance use, and co-occurring disorder services. This includes the full continuum of care: prevention, early intervention, treatment, crisis and acute care, and recovery supports. The LBHA oversees grant-funded behavioral health programs, manages behavioral health contracts, and ensures strong quality of care and continuous improvement. The LBHA also assesses community needs, identifies service gaps, and works closely with County and community partners to improve coordination across the behavioral health system. As the Hub for Montgomery County's Community Supports Partnership, the LBHA leads efforts to expand behavioral health services for students in alignment with state initiatives and local needs. Together, these efforts help build a coordinated, resilient, and recovery-oriented behavioral health system that supports accessible and equitable care for all Montgomery County residents.

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**17,606,066**	**25.00**
Increase Cost: Inflationary Adjustment of 2.5 Percent for the Residential Rehabilitation Provider Supplement	10,934	0.00
Decrease Cost: Human Services Contract with Maryland Treatment Center Based on Previous Actuals	(200,000)	0.00
Reduce: Residential Rehabilitation Provider Supplement	(458,422)	0.00
Eliminate: Expenditures Funded By American Rescue Plan Act Mental Health Services Grant	(462,720)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,136,339	(1.00)
FY27 Approved	**17,632,197**	**24.00**

Outpatient Behavioral Health Services - Child

Child and Adolescent Outpatient Behavioral Health Services (CABHS) provides person-centered, family-focused outpatient behavioral health services to children, adolescents, and their families. CABHS offers comprehensive substance use prevention, substance use and mental health screenings, mental health treatment, and care coordination services for Montgomery County youth and their families, particularly for the most vulnerable. Services are individualized, child-focused, and family-driven; culturally and linguistically appropriate; and accessible via office, school, and community-based settings. This includes diagnostic evaluation; individual, group, and family therapy; clinical case management; medication management; and addiction assessment and treatment. The program, located in Rockville and Silver Spring, strives to serve the behavioral health needs of youth and families along a continuum of care from prevention to treatment as part of the Montgomery County System of Care. This program includes two specialty services: the Home-Based Team (HBT) and the Family Intervention Service (FIS). The HBT collaborates closely with Child Welfare Services to provide intensive, in-home therapeutic services to children and their support systems, including birth families and foster families. The goal of HBT is to strengthen family functioning, promote stability, and support positive outcomes within the home environment. The FIS partners with the Department of Juvenile Services (DJS) to serve youth involved in the justice system who require a high level of in-home intervention. FIS is designed to reduce the risk of out-of-home placements by delivering structured, family-centered services that address behavioral, emotional, and systemic needs.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of unduplicated clients served [1]	567	494	500	500	500
Percent of clients who show reduction in severity of mental health symptoms [2]	65%	71%	75%	75%	75%

[1] *The unduplicated count excludes group therapy services, which served additional youth in schools and clinics, because group participants are not billed and not all are admitted into the program.*

[2] *A high number of clients had severe presentations that may have impacted the lower rates of symptom reduction.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**9,028,502**	**30.25**
Eliminate: Wrap-Around Youth Services Contract Due to Duplication with Medicaid Targeted Case Management (TCM) and TCM Plus	(1,050,568)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(1,747,362)	(2.00)
FY27 Approved	**6,230,572**	**28.25**

Prevention and Harm Reduction Services

Prevention and Harm Reduction Services provides a data-driven, comprehensive approach to community wellness by balancing proactive prevention with life-saving risk reduction. For families and youth, PHRS offers evidence-based initiatives like the DARE to be You parenting program, the BtheOne Youth Ambassadors leadership group, and the Adolescent Substance Use Prevention Program educational series to build coping skills and delay substance use. Simultaneously, the program prioritizes immediate safety through its Opioid Response training, Rapid Analysis (RAD) drug-checking services, and the Opioid Associated Disease Prevention Outreach Program OADPOP (formerly Syringe Services), which provides sterile equipment, overdose prevention supplies, and free infectious disease testing. Together, these services empower Montgomery County residents with the tools to prevent substance misuse and the support to navigate its impacts with dignity.

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**0**	**0.00**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	3,388,697	8.00
FY27 Approved	**3,388,697**	**8.00**

School-Based Mental Health & Related Services

School-Based Mental Health and Related Services provides for overall senior management and administrative support for coordinated, culturally responsive behavioral health, case management, and youth development supports to students and families in designated MCPS schools, via an integrated portfolio that includes the Linkages to Learning, Bridges to Wellness, School & Community Youth Services, Therapeutic Mentoring, and High School Wellness Center initiatives.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Percent of families completing surveys that are satisfied with services [1]	95%	99%	95%	95%	95%
Percent of families receiving case management that experience an increase in one or more domains of family self-sufficiency after 6 months of service [2]	81%	81%	80%	80%	80%
Percent of students receiving mental health services through Linkages to Learning that experience maintained or improved psychosocial functioning after 6 months [3]	81%	93%	88%	88%	88%

[1] *FY25 percentage is based on 357 surveys completed by adults and youth participants in School & Community Youth Services or Bridges to Wellness. Projections based on historical performance exceeding the contractual 90% benchmark.*

[2] *In FY25, the program evaluated the data of 591 cases for this measure. Only households with sufficient data on the assessment are included in this measure, not all households served by Linkages to Learning with case management. Projections are based on the mode of historical performance over the last 3 fiscal years, as performance has exceeded the contractual 75% benchmark.*

[3] FY25 performance is based on 266 Linkages to Learning clients who completed at least 6 assessments, indicating that they have been in therapy for at least 6 months. Projections are based on the average of the past 3 years, as performance has exceeded the contractual 75% benchmark.

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**0**	**0.00**
Add: Twinbrook Elementary School Linkages to Learning	217,753	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	27,175,784	12.00
FY27 Approved	**27,393,537**	**12.00**

Specialty Behavioral Health Services

Specialty Behavioral Health Services (SBHS) provides integrated substance use treatment across Intensive Outpatient (IOP) and Outpatient (OP) levels of care. As a licensed Outpatient Mental Health Center (OMHC), OP, IOP, and Opioid Treatment Program, SBHS serves individuals with co-occurring substance use and mental health disorders. The program offers Medication-Assisted Treatment (MAT) supported by a board-certified addiction psychiatrist who oversees clients' psychiatric and medication management needs. The program offers medication management with methadone, as well as other FDA-approved medications. MAT services are delivered through psychiatric evaluation; medication management; individual, group, and family therapy; recovery planning; and care coordination ensuring a comprehensive, person-centered approach to recovery. In addition to opioid treatment, the MAT Program also serves some clients with severe Alcohol Use Disorder who may benefit from medication-supported recovery. SBHS provides clinic-based services, community-based, and jail-based treatment expanding access to care for individuals across multiple settings and stages of recovery. The OP/IOP program offers services to Drug Court participants. The Drug Court program delivers OP and IOP levels of care, in addition to psychiatric interventions and MAT. The Urine Monitoring Program is an on-site Urinalysis Collection Program which monitors for substance use within these programs, the Mental Health Court program, Child Welfare, and Probation and Parole.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of Specialty Behavioral Health Services clients served [1]	331	454	450	450	450

[1] The FY25 increase is due to the growing number of clients receiving Medication Assisted Treatment (MAT) supports provided to clients in the Department of Corrections (DOCR).

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**5,072,214**	**33.00**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	590,829	(4.00)
FY27 Approved	**5,663,043**	**29.00**

Trauma Services

Trauma Services provides comprehensive services to survivors (adults and children) of domestic violence, sexual assault/rape and general crimes including human trafficking, physical assault, homicide, etc. Services include safety planning, crisis intervention, assessments, individual and group counseling, case management services including information and referrals, mental health consultation, evaluation and treatment, victim assistance/advocacy including support and accompaniment, victim compensation for survivors who meet eligibility requirements, 24/7 outreach services, emergency domestic violence shelter placement, and community outreach/education. Additionally, Trauma Services provides abuse intervention services to offenders of intimate partner violence. Services are individualized, culturally and linguistically appropriate, and accessible via the program's main office, schools, and/or District and Circuit Courts.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of new Partner Abuse victims served	1,450	1,562	1,755	1,931	1,931
Number of Partner Abuse victim clients waiting for counseling service (monthly average) [1]	43	47	45	35	25
Percent of clients receiving therapy that demonstrate improvement on a domestic violence rating scale [2]	98%	97%	98%	99%	100%

[1] *In FY25, the program continued to experience staffing challenges. The increased service volume contributed to a rise in the client waitlist. The projections have been adjusted downward to align with the program's anticipated capacity.*

[2] *The program continues to demonstrate improved symptom reduction among survivors of intimate partner violence. The program offers comprehensive support through individual counseling and on-going support groups offered both in-person and virtually. In addition, the program provides 2/7 crisis counseling through its dedicated hotline.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**7,908,832**	**33.75**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	370,423	2.25
FY27 Approved	**8,279,255**	**36.00**

Treatment Services

Treatment Services provides overall senior management and administrative support for a range of community- and jail-based outpatient behavioral health services throughout Montgomery County.

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**320,580**	**2.00**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(5,833)	0.00
FY27 Approved	**314,747**	**2.00**

PROGRAM SUMMARY

Program Name	FY26 APPR Expenditures	FY26 APPR FTEs	FY27 APPR Expenditures	FY27 APPR FTEs
24-Hours Crisis Center	13,720,456	78.40	17,840,412	97.40
Access To Behavioral Health Services	4,404,223	30.00	4,409,690	30.00
Admin - Behavioral Health & Crisis Services	2,439,006	9.00	959,672	4.00
Adult Behavioral Health Services	1,909,347	12.50	2,169,405	12.75
Adult Forensic Services	4,086,118	28.00	4,673,340	30.00
Local Behavioral Health Authority	17,606,066	25.00	17,632,197	24.00
Outpatient Behavioral Health Services - Child	9,028,502	30.25	6,230,572	28.25
Prevention and Harm Reduction Services	0	0.00	3,388,697	8.00
School-Based Mental Health & Related Services	0	0.00	27,393,537	12.00
Specialty Behavioral Health Services	5,072,214	33.00	5,663,043	29.00
Trauma Services	7,908,832	33.75	8,279,255	36.00

PROGRAM SUMMARY

Program Name	FY26 APPR Expenditures	FY26 APPR FTEs	FY27 APPR Expenditures	FY27 APPR FTEs
Treatment Services	320,580	2.00	314,747	2.00
Total	**66,495,344**	**281.90**	**98,954,567**	**313.40**

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