In May 2015, over 120 community leaders, friends, contributors, board members and staff helped Mosaic celebrate the official ribbon cutting of its new $4 million integrated health care center in Baltimore City. The new center further strengthens Mosaic’s dedication to comprehensive care.

The Steven S. Sharfstein, M.D.
Integrated Health Care Center opens at Mosaic

In May 2015, over 120 community leaders, friends, contributors, board members and staff helped Mosaic celebrate the official ribbon cutting of its new $4 million integrated health care center in Baltimore City. The new center further strengthens Mosaic’s dedication to comprehensive care.

Named for Sheppard Pratt President and CEO Dr. Steven Sharfstein, the 20,000 square foot center combines mental health, addictions, pain management and primary care services in a seamless model of care focusing on the needs of the whole person.

“Psychiatric care should be provided as part of a total, comprehensive approach to the health of every individual,” said Dr. Sharfstein.

“Through this integrated health care center, we will be a city-wide resource of coordinated mental health, addiction and primary care to people in need.”

“This center is how people should be getting services,” said Jeff Richardson, Mosaic’s executive director. It is my hope to replicate this advanced model of care across all Mosaic locations to help address the needs of the underserved, vulnerable people in our communities.”

Mosaic provides a wide range of services to Baltimore City, including a psychiatric rehabilitation day program, vocational services, residential services, outreach programs and the Assertive Community Treatment (ACT) team. Additional renovations to the Weinberg Building are part of Mosaic’s long-term plans.
Greetings!

Welcome to Mosaic Community Services inaugural newsletter. I hope you find it informative, albeit a snapshot of what is happening across the organization.

As many of you may be aware, managing change has become the normal course of business in the behavioral healthcare field. While many of these changes offer great promise of recovery for those with mental illness and/or addictions, many of these changes represent a paradigm shift in our services.

For example:

Integrated Healthcare, or a whole person-centered approach to care, is quickly becoming the standard. The good news is improved outcomes for the individual and a demonstrated healthcare cost savings. Mosaic celebrated the opening of our

Steven S. Sharfstein, M.D., Integrated Health Care Center in May 2015. This $4 million capital renovation allowed us to seamlessly integrate primary care, traditional outpatient mental health clinic services and addiction services into one space. Staff across these once silo services are working collaboratively. Mosaic piloted integrated healthcare in 2010 and continues to be recognized as a state model.

Tele-health has moved beyond the experimental stage to an accepted method of treatment. This offers a variety of benefits for the individual including increased access to care, especially to vulnerable individuals who cannot come to a traditional clinic setting. With the support of the Jacob and Hilda Blaustein Foundation, Mosaic was the first in Maryland to offer a pilot program in partnership with the Big White Wall, a U.K. based company. The Big White Wall software platform offers users a 24-hour on-line community with chat rooms, journal articles and other educational information, and access to schedule tele-health appointments with clinicians. The Big White Wall is truly a step beyond a video connection encounter between a clinician and client. Mosaic’s users are reporting high level of satisfaction with the on-line software.

I want to thank each of you for your kind words, donations and in-kind gifts. It is my pleasure to work with each of you to build a strong and effective organization. To be successful, Mosaic depends on our top-notch staff and committed contributors of both financial dollars and business acumen.

Sincerely,

Jeff Richardson, MBA, MSW
Executive Director

---

One month snapshot of Mosaic’s programs

In an average month, Mosaic supports 5,742 individuals:

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addictions</td>
<td>89</td>
</tr>
<tr>
<td>Health Homes</td>
<td>376</td>
</tr>
<tr>
<td>Primary Care Practice</td>
<td>85</td>
</tr>
<tr>
<td>Psychiatric Rehabilitation Program—Child</td>
<td>36</td>
</tr>
<tr>
<td>Targeted Case Management</td>
<td>82</td>
</tr>
<tr>
<td>Chesapeake Connections</td>
<td>157</td>
</tr>
<tr>
<td>Psychiatric Rehabilitation Program</td>
<td>485</td>
</tr>
<tr>
<td>Outpatient Mental Health Clinic</td>
<td>1,500</td>
</tr>
<tr>
<td>Residual Rehabilitation</td>
<td>267</td>
</tr>
<tr>
<td>Vocational Services</td>
<td>242</td>
</tr>
<tr>
<td>Assertive Community Treatment</td>
<td>39</td>
</tr>
<tr>
<td>Crisis</td>
<td>82</td>
</tr>
<tr>
<td>Addictions</td>
<td>39</td>
</tr>
<tr>
<td>Linked to services through Get Connected</td>
<td>89</td>
</tr>
<tr>
<td>TOTAL=</td>
<td>7,166</td>
</tr>
</tbody>
</table>

*Clients may use more than one program. Not all of Mosaic’s programs are included in this data.*
For more than 10 years, Your Community Pharmacy has generously sponsored Mosaic’s Annual Awards Dinner—a special celebration for clients and staff.

Neil and Dixie support Mosaic “because the organization makes a difference in a person’s life,” says Neil who feels it’s all about community, building relationships and just doing the right thing.

“Mosaic helps clients gain the confidence and skills to manage their illness and advocate for themselves,” offers Dixie, who met Neil while they were both students at the University of Maryland School of Pharmacy.

At his Catonsville location, Neil interacts with Mosaic clients on a daily basis and really knows them on a personal level.

“Neil takes the time to explain any issues there may be when it comes to a patient’s insurance,” explains Kim, a program coordinator in Mosaic’s Catonsville location.

Our clients find Neil to be very personable. When asked why they like to go to the Your Community Pharmacy in Catonsville, Lucy summed it up best, “Mr. Neil is a wonderful man!”

Neil and Dixie Leikach were introduced to Mosaic by clients who delivered medications for the pharmacy where Dixie worked many years ago. The clients were participants in Mosaic’s vocational services program; she still gets excited when she reunites with them every year at Mosaic. The Leikachs own and operate Your Community Pharmacy whose locations in Catonsville and Finksburg service Mosaic’s clients. They are trusted pharmacists, community pillars, and generous contributors to Mosaic Community Services.

Mental Health First Aid Training at Mosaic Community Services

**TRAINING DATES:**
- October 29th and 30th – 8:00 am-12:30 pm
- November 12th – 8:00 am-5:30 pm
- December 10th and December 11th – 8:00 am-12:30 pm

**TO REGISTER:** www.mosaicinc.org/mental-health-first-aid
Mosaic’s Assertive Community Treatment (ACT) team

Doctors still make housecalls. Not only do Drs. Leroy Bell and Miguel Arce visit clients at home, in shelters, and wherever needed, Mosaic’s registered nurses, therapists, social workers, and employment specialists also visit clients.

Mosaic’s Assertive Community Treatment (ACT) team brings Mosaic’s services to more than 85 Baltimore City clients who are unable to maneuver their way to Mosaic’s Weinberg Building and Integrated Healthcare Center. Dr. Bell’s calendar of clients includes someone with severe agoraphobia who cannot venture out for self-care on a regular schedule. He knocks on her unmarked door and listens patiently to shuffling feet and last minute tidying before it’s opened. Her kitchen is fragrant with garlic and freshly picked tomatoes, jazz trumpets softly from the stereo. She discusses the menu while Dr. Bell takes her blood pressure.

Before he leaves, Dr. Bell encourages her to invite a cousin to go out this weekend. For five minutes, he nudges. Tell him your goal is to stay out for five minutes.

Dr. Bell and a Mosaic social worker chat with an elderly client who dances around his front porch in bright orange pants and brags about knowing how to type on Dr. Bell’s portable typewriter. He asks the doctor if he recalls the hospital that closed decades ago and is delighted to show off his healthy houseplants. He’s in a manic state. To someone who doesn’t see him often, the dancing without a cane and jokes about his 70-year old brother locking the front porch gate to ensure he doesn’t dance away, might seem like good-natured ribbing. But to the doctor who visits every two months and a social worker who does so weekly, this behavior is erratic. His caregiver brother expects it to last a few more weeks, like usual. Dr. Bell adjusts his medications temporarily and expects to adjust them again on his next visit.

While every visit is unique, the discourse is familiar. The clients talk about the nurse’s visit the day before yesterday, or the employment specialist who helped them apply for on-line classes.

“I love that my work takes me outside,” says Dr. Bell, who has practiced psychiatry in Baltimore for more than twenty years. “I don’t want to work between four walls.” ☺️
How did you first learn about Mosaic Community Services?

I was self-medicating a problem that I didn’t understand. When I finally became tired of being tired, I checked myself into a drug rehab program. When I graduated from the program, I received a certificate, 30 days of pills, and was sent on my merry way. I felt lost and knew I needed to find additional help.

While riding the bus, I overheard a conversation about Mosaic Community Services. I needed to see if Mosaic could help me. When I arrived, I was given an appointment to return in two days—not two weeks. My life has improved ever since.

What was that first year like for you?

It was not an easy year, it had a lot of ups and downs, but everyone at Mosaic kept encouraging me. I have made a lot of friends here and I am so glad I stayed.

The clinic provides me with a therapist and a psychiatrist who I see regularly. These wonderful individuals gave me one of my greatest gifts—they gave me a name for how I had been feeling since I was 19.

Before I had a name for my mental illness, I had no idea what was wrong with me. I would feel so terrible. Also, Mosaic helped me get my medications straight.

How have you been involved at Mosaic over the past six years?

Over the years, I have participated in nearly every program and class Mosaic has offered and I am very thankful for that. The nurse practitioner is outstanding. She genuinely cares about me. She helped me lose weight—90 pounds—and now my blood pressure is under control. She put me on the track to be physically healthy and to take care of myself.

Also my husband and I are residents of Mosaic housing and we use Mosaic transportation to access services.

What’s next for you?

I am proud to say my husband, who also participates in Mosaic programs, and I have plans to have our own home and to become healthy enough that we no longer need Mosaic services.

What would you say to people in the community about Mosaic?

Mosaic saved my life. It is not easy, but recovery is possible. With the help of my friends and Mosaic, I have accomplished the following:

- I have been clean and sober for more than 8 years
- I have not considered suicide for at least 6 years
- I have learned coping skills and how to deal with life on life’s terms
- I have a steady part-time job
- I have secure housing
- I have lost 90 pounds and am working on eating right and being active and healthy
- I have a better relationship with my family. We now know how to communicate with one another. My family is grateful for Mosaic as well.
- My husband and I have a better relationship today than ever before.

If you need help, do not give up. Mosaic is where you belong. My transformation into the person I am today was not easy. There have been times when I did not think I could get here. I am looking forward and making plans for the life I want and need.

Thank you!
Mosaic COMMUNITY SERVICES

1925 Greenspring Drive
Timonium, Maryland 21093
Part of the Sheppard Pratt Health System

website: mosaicinc.org
@MosaicCare
/MosaicServices

OUR MISSION:
Mosaic Community Services transforms lives through comprehensive health services for people with mental illness and addictions.

VISION:
The people we serve will live longer, healthier, happier lives.

VALUES:
Recovery, Quality, Respect

Ways to be involved:

◗ PARTICIPATE in a Day of Caring for hands-on involvement in Mosaic’s services

◗ ATTEND Mental Health First Aid training to learn how to help someone in a mental health crisis

◗ DONATE to Mosaic’s giving priorities to grow the amount of support possible for Mosaic’s clients

Mosaic giving priorities:

◗ Social and Recreation fund: includes art programs, field trips, and social engagement

◗ Client Emergency Fund: includes emergency rent and repairs, bed bug treatments, and much-requested dental services

◗ Vocational Services Fund supports the placement and training of ALL Mosaic clients who choose to seek a job

For questions about getting involved or donating to Mosaic Community Services, please contact Christiane Walker at 410-453-9553 x 1151 or Christiane.Walker@Mosaicinc.org

If you do not wish to receive mail from Mosaic, send an email to Christiane.Walker@Mosaicinc.org or call 410-453-9553.