



2018
ANNUAL REPORT

HOME

01

WELLNESS

02

SUPPORT

03

RECOVERY/
HOPE

05

COMMUNITY

04

A renewed sense of **DIRECTION**

PROLOGUE INC.

PROLOGUE'S MISSION

To create opportunities for those with behavioral health needs and those experiencing homelessness by promoting positive change and offering person-centered support in recovery. We strive to uphold our core values of community, respect, choice, support, wellness, recovery/hope, team and home.



Dear Friends,

We started this year with a new strategic plan to guide us through 2020. The planning process helped us assess how we contribute to the world around us while gaining insight about what is necessary to refocus and strengthen our infrastructure as we move forward as a mission driven organization. We also engaged in a rigorous re-accreditation process through CARF International confirming our commitment to continuous quality improvement. We acknowledge and thank our staff, Board of Directors and stakeholders for engaging in and contributing to these processes so we are successful in the provision of vital programs and services.



We are most proud and humbled by the individual success stories that are testaments to our partnerships formed by supporting people as they overcome adversity caused by behavioral health issues and homelessness. There is Colin, who was isolated by homelessness, voices and the distrust in treatment services until he found a place of comfort and safety at our Towson Outreach Center. There is Justin who viewed himself as a failure but discovered that if he stayed the course with services received through the day program, supervised then supportive housing and supported employment he could gain a career, his own apartment and replace his anxiety with self-confidence. Then there are Sam, Kia and Chip and countless others with their own unique life successes achieved through their own resilience and some needed support.



We are thankful the purchase of our Towson Outreach Center came to fruition. We are thankful for the Community Behavioral Health Association's advocacy to maintain our legislated rate increase so we can begin to pay our workforce a decent wage. We are thankful for the efforts of the Governor's office, the Local Management Board and the State Department of Housing and Community Development in recognizing how homelessness has impacted unaccompanied youth and a growing population at BWI airport and are working with us to find solutions.

As we reflect back on the past successes and look forward to the opportunities and challenges of the future we focus on OUR VALUES OF COMMUNITY, RESPECT, CHOICE, SUPPORT, WELLNESS, RECOVERY/HOPE, TEAM AND HOME to guide our efforts.

We wish you hope, joy and good health as we welcome a new year.

Warmest regards,

A handwritten signature in black ink that reads "Ken Tabler".

Kenneth Tabler
Chairman of the Board

A handwritten signature in black ink that reads "Sendy Rommel".

Sendy Rommel
President & CEO





Our core values have given us our sense of direction and been an integral part of our planning, improvement and program/service delivery.

This year's report highlights some of the stories and accomplishments that have guided our efforts through these core values:

01. Home

Individuals and families have the right to live in affordable & safe housing, in neighborhoods of choice.

02. Wellness

Individuals deserve connection to services and resources that support wellness of body, mind, and spirit.

03. Support

All human beings need and deserve support in their efforts to succeed and gain self-sufficiency.

04. Community

Individuals deserve to be a part of a community that is welcoming and recognizes their potential.

05. Recovery/Hope

Hope is nurtured so each person believes in their own recovery.

“A highly developed values system is like a compass. It serves to point you in the right direction...”

– Idowu Koyenikan



HOMELESS OUTREACH

We closed our FY 17 Report sharing Stu's dream of purchasing our Towson Outreach Center through funds supplied by Baltimore County. Little did we know this would take an advocacy effort that galvanized stakeholders such as United Way of Central Maryland, Health Care for the Homeless, Baltimore County Communities for the Homeless (BCCH), local churches and many others to testify on our behalf to win County Council approval. This was the night that Sam, a homeless young adult found his voice and everyone listened and honored his request. Funds to purchase the site from Trinity Church in Towson were authorized by the Baltimore County Council in September and the sale was completed in December 2017. In celebration of the purchase (and at the request of the community), this 100 year old structure received a new coat of paint to brighten its exterior. The Outreach

Center is staffed by Prologue employees who offer homeless persons a place to shower, wash their clothes, explore available resources and seek respite from the street. Plans are in the works to make the site accessible and offer other improvements.

Colin is a younger adult who is a regular visitor to the Center. Symptoms of his severe mental illness prevented him from accepting shelter in a shared setting but he appreciates access to a shower and a place to do his laundry during the day. Over the course of many visits, he has learned to trust Prologue outreach staff, accepting efforts to connect him to mental health services and stopping by for help in keeping appointments. He agreed eventually to allow Prologue to assist him in applying for disability benefits and to behavioral health services. His eligibility for disability benefits has



been established as a result of his relationship with Prologue. As soon as he chooses a payee acceptable to the Social Security Administration, housing is within his grasp.

▀ **1291** homeless persons were served through outreach, case management and housing (including 208 children).

In October 2017, at the request of the Baltimore County Local Management Board and the State of Maryland, Prologue began to conduct outreach to homeless youth in Baltimore County for the purpose of identifying the population and assessing the needs. Homeless youth is defined as unaccompanied youth aged 16 – 24 who lack a fixed, regular nighttime residence. These individuals present different challenges from the traditional face of homelessness and are not easily visible. They survive by living below the radar; they are often not counted in homeless surveys as they are reluctant to seek assistance, instead they may couch surf between friends and often do not self- identify as being homeless. Our initial work also includes engaging in a strategic planning process with stakeholders to result in an action plan for the future. Youth ambassadors were recruited to assist with this process by sharing their experiences and helping us connect with those in need of services.

▀ **YOUTH OUTREACH BY THE NUMBERS:**
49 young adults were outreached in the program's initial six months.



Sam came to the Outreach Center after he was kicked out of his house by his parents. He was a 22 year old high school graduate who was struggling to find employment, but was unwilling to go into a shelter due to safety reasons and a history of trauma. The Outreach Center provided Sam a place to access case management, a computer for resume writing and employment searches, a shower, food, support from others in his situation, respite from the outside elements, and clothing for job interviews. Sam came to the Outreach Center during the day and eventually found work at night. Sam received help, not only from Prologue, but also from members of the Towson community who offered support and guidance, including the Towson Chamber of Commerce. In a short time, Prologue was able to house Sam in his own subsidized apartment. Prologue continues to support Sam with case management to ensure he keeps his housing and does not return to homelessness. The Outreach Center is often a first step for individuals who cannot access resources elsewhere.

“Efforts and courage are not enough without purpose and direction.”

– John F. Kennedy

01. Home

We work as a team to assist individuals and families to obtain and maintain safe and healthy homes in the community.

CONTINUUM OF CARE HOUSING

Prologue receives funds through HUD's Continuum of Care to offer supports so people can succeed in housing. The goal is to prevent families from returning to homelessness.

Kia sought assistance almost three years ago when she was living in a shelter with her eight children. She is proud of her family, her home and her employment at the Image Center of Maryland providing homecare services to disabled veterans. Her family has enjoyed stability for the past two years and Kia appreciates the assistance provided by Prologue in helping her maintain her housing.

IN FY 18
307 individuals/families
were housed by Prologue.

This included 141 newly housed and providing supports to 166 previously housed.



02. Wellness

We collaborate as a team to coordinate care for the individuals we serve. We promote wellness for individuals served and employees.

HEALTH HOME

Participants in Prologue's Psychiatric Rehabilitation Program are offered the option of participating in the Health Home. The Health Home was created to enhance the coordination of health care with a goal of improving physical health outcomes for persons diagnosed with serious mental illness. Health Home employees focus on achieving better outcomes for persons, educating them on the importance of annual visits with their primary care provider, conducting semi-annual BMI measurements and concentrating efforts to lessen serious conditions such as diabetes and high blood pressure. Over the course of this past year every Health Home participant diagnosed with diabetes was successfully connected to an endocrinologist for evaluation and treatment.

Chip is one such individual who has reaped the benefits of Health Home. Although he knew that family members had diabetes, initially, he denied his diagnosis. He met with the Health Home nurse, agreed to visit a nutritionist and an endocrinologist, accepted medication to control insulin levels and, with modest coaching from Prologue, made substantial changes to his eating habits. In six months, his A1C level dropped from 14.7 (diabetes) to 6.1 (pre-diabetes). By investing time with Chip, Prologue has succeeded in improving his likelihood of better health and longevity.



KNOWLEDGE IS POWER

66% of Health Home participants reported an understanding of the possible side effects for prescribed medications and possible interactions with medications. By increasing opportunities to exchange information on medications in individualized and group settings, we encourage everyone to enhance their understanding of their health and increase communications with their prescribers. Our goal is to give each person the tools to take charge of one's health!

POPULATION MANAGEMENT IN HEALTH HOME:

3x as many flu vaccines were provided in FY 2018 vs. FY 2017.

As Prologue continues to offer easy access to flu shots, over time more people will likely accept such health promotions.

03. Support

We provide a support system; we listen and show empathy for individuals served and fellow employees.

SUPPORTED EMPLOYMENT

Prologue's Supported Employment Program encourages people recovering from behavioral health disabilities to consider working.

Opportunities abound for anyone who wants to enter employment. Prologue's Vocational Service Coordinators offer services to prepare for employment, receive training and find a job. Job coaching is available so people can receive extra supports to succeed in a job.

Coaches can meet during work hours with both the worker's and the employer's permission or around the work schedule if the individual doesn't want to reveal Prologue's role.



Justin viewed himself as a failure. Throughout college, he had participated in social activities that included substance use. After graduation, others in his circle moved past excessive use and embarked on successful careers; however Justin's actions ended in hospitalizations and estrangement from friends and family. Comparisons to former classmates only increased his anxiety and self-doubt. When he accepted services from Prologue in the fall of 2016, he recognized he needed to commit to lifestyle changes so he could repair his life and relationships with his family. He entered Prologue's Day Program and Residential Program promising to abstain from substances and take medications as

prescribed. He succeeded in meeting those goals, learning to surround himself with others who also abstained and accepted the role of medications in moderating emotions and conduct.

He also stated he wanted to work. For months, he complained no jobs were suitable. Finally, after six months of rejecting employment opportunities, he admitted his fear of failure prevented him from moving forward with a job search. He was urged to take small steps while using wellness recovery tools to work on alleviating his anxiety. His Vocational Coordinator coached him, urging him to take risks to find success: as he succeeded, opportunities would open. He agreed to take a position with a nearby grocery store and was hired to help with the seafood department. The department manager took leave and Justin covered in his absence, increasing his hours and displaying reliability. After only six months of employment, he was offered the opportunity to enroll in a formal training course for a management position at a large grocery chain. He discussed the offer with his Vocational Team and decided to accept. He completed the training and was promoted to a Department Manager in 2018, a full time employee with benefits.

Justin's vocational success has translated to other achievements. He graduated from the Psychiatric Rehabilitation Program and the Residential Program. He lived in Prologue Supportive Housing for a period of time to gain confidence in maintaining his sobriety and now has moved out on his own. He succeeded in all the goals he first shared with Prologue and now envisions new ones. His self-awareness will prepare him well. We wish him success in all his future plans.

04. Community

All employees will be Mental Health First Aid certified and participate in ongoing training to address stigma in the community. We provide a welcoming atmosphere.

PSYCHIATRIC REHABILITATION PROGRAM

Some people finally receive adequate mental health services only after involvement with the criminal justice system. Some individuals who come to Prologue for psychiatric rehabilitation services have been referred by the Courts. They may have been charged with a crime and ordered to a state hospital for treatment. When they are ready for discharge, they must consent to a conditional release which usually entails compliance with mental health treatment and participation in a community program such as Prologue's for a number of years. Others may accept Prologue's services as a term of their probation.

Prologue follows these individuals carefully and reports on their compliance to the designated State contact. During FY 18, fourteen persons were subject to conditional release, parole or probation. Thirteen out of fourteen people (93%) complied with the terms of probation or conditional release. One satisfied a five year term of conditional release and opted to continue to stay with Prologue voluntarily. He continues with community based treatment and has avoided any additional court involvement since termination of the conditions of his release.



05. Recovery/Hope

We encourage and are empathetic to the individuals we serve and each other as we work together to provide hope to individuals in recovery.

PEER SUPPORT + WRAP = WELLNESS RECOVERY

One route to well-being offered by Prologue is the Wellness Recovery Action Plan® (WRAP). WRAP® is an evidence based recovery model that offers people assistance in developing their own recovery tools so they are prepared when stressors appear. They participate in WRAP to develop a wellness toolbox by identifying those unique activities and resources that help keep one centered including a daily plan and recognizing personal stressors, identify early warning signs to prepare when things are breaking down and establish a crisis plan and a post crisis plan to get back on track. Prologue's two WRAP certified facilitators offer classes through the Psychiatric Rehabilitation Program and the two peer-support recovery community centers: Martylog Wellness Recovery Center and One Voice Northwest Recovery Community Center.

After completing WRAP, graduates can attend WRAP Support Groups to reinforce wellness tools. During these groups, attendees recognize their accomplishments and also learn to become effective self-advocates.

WRAP BY THE NUMBERS:

18 people graduated from WRAP in FY 2018.

In the two years since Jaanine Smith, One Voice Coordinator and Susie Michaels, One Voice Peer Specialist began facilitating WRAP classes, 49 people have graduated; many attend WRAP Support groups on a regular basis to refresh their self-care recovery skills.



CARF ACCREDITATION

In May, three surveyors from CARF International traveled to Pikesville, met with Prologue staff, reviewed records and interviewed stakeholders on the quality of services offered through various Programs: Psychiatric Rehabilitation, Residential, Health Home and Supported Employment. Accreditation authorized by an organization such as CARF is a state requirement for licensure of various programs. The surveyors evaluate Prologue's adherence to CARF standards, among them:

program structure, review through outcomes measurement, activities which reduce health and safety risks, and a workforce that is credentialed, trained and committed to Prologue's mission and values. After conclusion of the intensive three day visit, Prologue received an optimum three year accreditation. Prologue is committed to enhancing the quality of services; steps are being taken to implement the surveyors' recommendations for continuous quality improvement.

STAFF NEWS

This past year two Prologue employees obtained certification from the Psychiatric Rehabilitation Association as Certified Psychiatric Rehabilitation Practitioners. Hilary Franco and Kate Wilson passed the CPRP exam which focuses on seven essential competency areas of psychiatric rehabilitation. They join three Prologue employees who have obtained

their CPRP and who share a commitment to the fundamental principle that recovery from serious mental illness is possible. Prologue is proud of Kate and Hilary's commitment to continue their career in this field.

ALOHA AND MAHALO CHARLENE

Prologue congratulates Charlene Gaskins on her retirement this year from her tenure with Prologue from 2008 through 2018. Charlene is one of the most compassionate and patient people Prologue has been blessed to employ. Her seemingly boundless energy was amazing to watch, driven by her desire to help others. Charlene truly cared about everyone she worked with, clients and staff alike, and would go beyond the call of duty to help the people who were homeless and suffering in Baltimore County. They always looked forward to seeing her and trusted her with their most personal stories.

She joined Prologue for the first time in 2008 as a Driver/ Assistant for Martylog, the Wellness Recovery Center. Not long after that, she became a Housing Specialist for Homeless Outreach. Charlene embraced the proposition that everyone deserves a home and she worked to find one for every person she encountered. She moved on from Prologue in 2011 to care for her mother.

When she returned to Prologue in 2016 she specialized in outreach activities as a member of the Homeless Outreach Team and traveled to all parts of Baltimore County to connect persons in the woods or on the streets with resources. She would offer a bottle of water, a coat in cold weather and a ride to a shelter to



each person she met. When Prologue began assessing the needs of homeless people at the airport, Charlene was recruited to help out because "No one refuses to talk to Charlene". Charlene was most successful in achieving a rapport with everyone. Others who gave up in frustration would look with wonder as Charlene forged a connection and coaxed from them their hopes and dreams.

Charlene was a multi-time winner of Employee of the Quarter. She always radiated positive energy both with co-workers and persons served. She shared with us her joy on becoming a grandmother and her thrill of qualifying for a retirement home in Hawaii.

Aloha Charlene! No one deserves retirement in paradise more than you! **Mahalo Charlene!** For making a difference in the lives of many!

PROLOGUE/PROLOGUE FOUNDATION DONATIONS FY 2018

Without the continued support from the following list of dedicated and committed friends of Prologue, Inc. and Prologue Foundation, Inc., our ability to provide the quality and quantity of necessary and vital services to our members would be greatly diminished. We sincerely appreciate their involvement and are most grateful for their generosity.

CASH DONATIONS

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* Every effort has been made to ensure accuracy and include all donations. We apologize for any errors, and request that you notify us of any omissions and/or incorrect information. Donations are for the period of 07/01/17 through 06/30/18.

PROLOGUE, INC. STATEMENT OF ACTIVITIES

Years ended June 30, 2018 and 2017

	2018	2017
Unrestricted Revenues, Gains, & Other Supports		
Program revenue	\$4,155,651	\$4,009,058
Government grants	2,183,966	2,048,001
Contributions	15,010	6,439
Food program	54,716	50,242
Supportive housing income	21,478	32,087
Miscellaneous income	82	4,201
Gain on sale of fixed assets	59,936	1,800
Total Unrestricted Revenues, Gains, & Other Supports	<u>6,490,839</u>	<u>6,151,828</u>
Expenses		
Program Services		
Community/psychiatric rehabilitation	1,544,431	1,429,052
Residential rehabilitation	2,122,481	2,100,936
Homeless services	1,916,040	1,760,835
Total Program Services	<u>5,582,952</u>	<u>5,290,823</u>
Supporting Services		
Management and general	880,975	959,118
Total Expenses	<u>6,463,927</u>	<u>6,249,941</u>
Net Assets		
Change in Unrestricted Net Assets before		
Unrealized Gain/(Loss) on Interest Rate Swap	26,912	(98,113)
Unrealized Gain/(Loss) on Interest Rate Swap	71,884	108,757
Change in Unrestricted Net Assets	<u>98,796</u>	<u>10,644</u>
Unrestricted Net Assets – Beginning of Year	<u>4,514,421</u>	<u>4,503,777</u>
Unrestricted Net Assets – End of Year	\$4,613,217	\$4,514,421

This statement has been audited by Handwerger, Cardegna, Funkhouser and Lurman P.A. Complete audited statements with accompanying notes for Prologue, Inc. can be obtained by contacting the administrative offices of Prologue, Inc. at 3 Milford Mill Road, Baltimore, MD 21208, (410) 653-6190.

PROLOGUE AND ITS AFFILIATED ENTITIES RECEIVED GRANT FUNDS FROM THE FOLLOWING SOURCES:

U.S. Department of Housing and Urban Development
 U.S. Department of Health and Human Services
 U.S. Department of Agriculture
 Maryland State Department of Education
 Maryland Department of Health, Behavioral Health Administration

Maryland Department of Housing and Community Development
 Baltimore County Local Management Board
 Baltimore County Core Service Agency
 Baltimore County Department of Planning
 United Way of Central Maryland
 Behavioral Health System Baltimore

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The Harry and Jeanette Weinberg Center
3 Milford Mill Road, Baltimore, MD 21208 • 410.653.6190

BALTIMORE COUNTY HOMELESS OUTREACH SITE

609 Baltimore Avenue, Towson, MD 21204 • 410.653.6190

MARTYLOG WELLNESS AND RECOVERY CENTER

3 Milford Mill Road, Baltimore, MD 21208 • 410.917.2702 (Info Line) • 410.653.6190

ONE VOICE NORTHWEST RECOVERY COMMUNITY CENTER

3 Milford Mill Road, Baltimore, MD 21208 • 410.653.6190



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