2020 Prologue Inc. Annual Report

CALL TO RISE

"We never know how high we are till we are called to **RISE**
And then if we are true to plan
Our statures touch the skies."

– EMILY DICKINSON

This year was exceptional, unprecedented and was a call to rise as we met the challenges of the COVID-19 pandemic. It took every good quality our team possesses – focus, critical thinking, creativity, resilience, and unrelenting determination to shift our course of action and rise to the occasion as we continued to serve those in need. In short, we have a team of heroes. They are to be commended for their dedication and commitment to our mission – and they are so deeply appreciated.

Kenneth Tabler, Chairman of the Board

Sendy Rommel, President & CEO

01. HOMELESS OUTREACH PROGRAM (HOP)

After closing the homeless outreach center for four months due to the pandemic, we reopened at the end of June 2020. Three different men showed up crying because they had not been able to shower in months. "Prologue is all I have," stated one grateful client. "When you closed, I wasn't sure what I was going to do. Thank you for offering showers. Now I can apply for jobs again."

BG stated, "I come here [609 Prologue Outreach Center] because you guys are the only ones I can count on."

JS thanked us for filling out senior housing applications for him. "I just needed a helping hand to get started. Now Prologue is the one place I trust to do what they promise."

LS was so grateful for the opportunity for housing. She said that we were the first agency that didn't require her to be clean and working with a therapist. Prologue utilizes a *Housing First Model* that prohibits using barriers to housing.

During the early pandemic (March 1–June 30, 2020) HOP community presence was increased and case managers transitioned to the street to meet basic needs. During this short time, four to five case managers made over 500 contacts and served 80 new individuals. HOP staff worked with Baltimore County to hotel the most vulnerable folks (29 individuals and four children) and all **were transitioned into permanent housing by July 31, 2020**. The team distributed boxed lunches received from Baltimore County to meet food insecurity issues.

In FY 2020, HOP received expanded funding in two grants: to provide services to unaccompanied homeless youth in Baltimore County and to provide outreach services to homeless individuals at BWI airport. When BWI curtailed operations the outreach team (B-HOT) helped individuals transition safely out of the airport. They continued doing outreach and provided supplies and shelter information to individuals and worked with EMS and airport police to meet the needs of those attempting to sleep at the airport.

HOP served 1,048 unduplicated persons in FY 20.

02. RESIDENTIAL REHABILITATION PROGRAM (RRP)

RRP operates 24 hours a day 365 days a year in Baltimore and Carroll Counties. Staff rotates between 26 homes providing essential services to 77 residents. During the pandemic, this front line team continuously responded to the need for extra effort, educating residents, bringing in PPE supplies and often shopping for houses that were quarantined. Procedures were established for ongoing wellness checks. When thanked for these tireless efforts, Teresa, the Baltimore County Coordinator replied, "I care about each person like I do my family." The team has been a lifeline of compassion and support to individuals confined to their homes.

RRP served 82 residents in FY 20.

03. PSYCHIATRIC REHABILITATION PROGRAM (PRP) & HEALTH HOME

Even though the PRP closed for on-site operations in the third quarter, the program quickly adapted to provide services through telehealth – intakes and limited groups utilized video and many participants found access easy through telephone, audio-only contacts. The PRP kitchen with the expertise of chef, Genette, prepared lunches for a meal delivery by the PRP team. PRP and Health Home provided ongoing wellness checks and coordinated resources and appointments to ensure individuals had routine appointments for physical and mental health.

A combined PRP/RRP satisfaction survey received very favorable comments:

"This is the best program I have ever been in."

"I would like to take this opportunity to commend my case manager and coach. They have both actively taken steps to help me cope through the pandemic, work on goals, and simply be there for me as fellow human beings."

"Staff members are very helpful. The telephone meeting twice a week has become an adjusted routine during these times. Staff keeps up awareness about mental health and wellness."

"I look forward to the program reopening so I may continue my journey through recovery with the help of the wonderful staff and other clients."

"Thanks for everything and hope all is well with everyone else in the program!"

The PRP served 142 individuals and the Health Home served 107.

04. SUPPORTED EMPLOYMENT (SEP)

Twenty-one of the 25 individuals (84%) enrolled in Supported Employment Program services found employment within six months. During the pandemic, SEP coordinated leaves of absence for workers and assisted them in transitioning back to work when safe to do so.

05. PEER SUPPORT CENTERS

Covid-19 closed both peer-run recovery centers for on-site services in the third quarter. However, they showed flexibility and creativity in service provision and exceeded programming goals for the year. Both centers extended warmline hours to seven days a week.

The Martylog Wellness and Recovery Center (WRC) provided 57 activities to assist members with developing natural supports and reducing isolation and 235 one-on-one sessions to their 77 members. Program Coordinator Brian reflected, "As soon as COVID-19 was announced, weeks before closing our doors, we started education and support using CDC, SAMHSA, WHO, and BHA info to prepare members for changes to their wellness and recovery routines. During this chaotic time, we focused on wellness and recovery opportunities that may arise from isolation and turbulence. We helped our members focus on positive outcomes and gratitude; practiced trauma informed care; offered video chat for group support, education, and WRAP for COVID-19; fun activities; guided chair exercises; mindfulness meditation; games that work for those attending Zoom over-the-phone." The center started an informative and supportive monthly newsletter addressing needs and concerns. Center support extended to caregivers and families who were also affected by this disruption.

OneVoice Recovery Community Center (RCC) provided 125 support groups and 284 one-on-one sessions. Program Coordinator Jaanine reflected, "At the onset of COVID-19, we brainstormed how to continue serving our existing members, as well as cultivate new relationships with folks we have not met and to formulate ways to encourage and motivate others to stay focused on their continued recovery while staying safe. A private Facebook page, The One Voice Recovery Community Center NW, was created and after several months it had over 1100 members. The center encouraged resistant members to try out the latest 12-step meetings through Zoom and found that many people felt a bit more relaxed to try AA and NA because they could maintain their privacy. The center has become a much needed resource to many as Jaanine and peer specialist Susie offer their own experience, strength and hope to others.

PROLOGUE/PROLOGUE FOUNDATION DONATIONS FY 2020

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.

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ADMINISTRATIVE & HOMELESS OUTREACH OFFICES AND PSYCHIATRIC REHABILITATION PROGRAM
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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