

# MHA

## Mental Health

ASSOCIATION



FOR GOOD ACROSS WESTERN MARYLAND IN FY25

**47,924**

Calls answered, most often related to behavioral health, housing or shelter needs, and suicide or crisis support.



**13.92**  
**minutes**

Average wait time to be seen at the Walk-In Crisis Care Center. The largest age group served was ages 13–17, with 66% of individuals seeking care for suicide-related concerns.

**1,984**

Childcare educators trained, along with 721 classroom observations conducted to support best practices, strengthen educator skills, and promote high-quality learning environments.



**983**

Health Families Frederick home visits conducted, with a reported 96% reduction in parental stress.

**806**

Hours of supervised visits, allowing 69 children to maintain contact with their visiting parent.

Every day, whether we're guiding someone through a crisis, equipping childcare providers, or strengthening new parents with a support network, we're proud to stand with our community.

With the support of folks like you, the Mental Health Association of Frederick County provides support for people of all ages. Your generosity helps us reach individuals and families before challenges become overwhelming, offering tools that build stability and reduce stress.

Your support allows us to work alongside schools, childcare providers, and other local partners. These partnerships help us to expand access to mental health resources and respond quickly when new needs arise in our community.

Because of you, FY25 was a year of real impact. Thousands of moments of support, learning, and connection added up to stronger families, healthier workplaces, and a more resilient community. Thank you!

**We're Here at Every Step for Every Future**

**Main Office** 226 S. Jefferson Street • Frederick, MD 21701 • 301-663-0011

**Walk-In Crisis Care Center** 340 Montevue Lane • Frederick, MD 21702

At MHA, our work isn't transactional - it's trajectory. It's not about doing just enough for today. It's about changing what's possible for someone's future. It's about the kind of adult they become, the family they build, and even the lives of generations to come.

Think about YOUR role. A warm welcome. A kind greeting. Not treating someone like they're a burden. That can all change someone's trajectory.

When someone walks through our doors, we're not only asking, "how can we keep you safe today?" We're asking, "how can we protect your future?"

**We're not here just to meet today's need. We're here to change what comes next.**

Suzi Borg, CEO

**84%**

Parents reporting a reduction of parental stress after starting services at MHA.



**28**

Frederick County Public Schools were served by Systems Navigation in FY25, reaching 56 students, with 95% of families experiencing a decrease in assessed risks and needs.

**32**

CASA cases closed during FY25 (28% increase from FY24). There were a total 75 active volunteers, 8 of whom were sworn in within FY25.

**166**

Presentations to professionals in our community on the value of MHA's work.



**683**

Individuals served through Counseling Services, with 83% of clients who completed the survey reporting improvements in their mental health since starting services.

**99%**

Crisis calls did NOT require an escalated response, such as law enforcement, mobile crisis, or EMS.



**46**

Families served through BRF in FY25.



**Volunteer**

Check out current volunteer opportunities at [fcmha.org/get-involved](https://fcmha.org/get-involved)

**Donate**

MHA is a 501(c)(3) charitable organization powered by donations from individuals like you. Every gift makes an impact. Make your gift online at [fcmha.org/donate](https://fcmha.org/donate)

**Find Resources**

Visit MHA's Community Resource Guide - your guide to community health and human service resources with a focus in Frederick, Washington, Allegany, and Garrett Counties at <https://bit.ly/MHACommunityResourceGuide>