



# transforming care

- 1 A year of transformation
- 2 A message from our president and our board chair
- 3 2019 leadership and trustees
- 4 Changing the way we view and treat mental health
- 6 Creating access to excellence
- 8 Providing the right care in the right place
- 12 Ensuring the best care is easy to find
- 16 Moving special education forward
- 20 Placing a world of mental health resources at your fingertips
- 22 Pushing the boundaries of mental health care
- 25 Reshaping the landscape of mental health care
- 26 Fiscal year at-a-glance
- 27 Financial highlights
- 28 A new era of generosity
- 29 The difference is you

sheppard pratt  
*annual report*  
2019

a year of

# transformation

Providing world-class, innovative, and compassionate care across a comprehensive continuum of services



private, nonprofit provider of  
*psychiatric services*  
in the nation



*Largest provider*  
of nonpublic special education  
programming in Maryland

more than *160* programs  
across *16* Maryland counties



patients from *42* states  
and *19* countries served



more than *380* sites of service



*Ranked as a top*  
national psychiatric hospital  
by *U.S. News & World Report*  
for nearly *30* years

# a message

## from our president and our board chair

Dear Friends and Colleagues,

Sheppard Pratt Health System is a growing and dynamic organization that has a comprehensive approach to care, one where we treat the whole person. We are proud of the incredible energy within our health system to lead transformational change and meet the behavioral health needs of our communities. Our commitment to those we serve is steadfast and unwavering.

Last year, we served more than 70,000 individuals in more than 160 programs across our health system, providing the support they needed—including inpatient and outpatient treatment, housing, education, job training, and rehabilitation services among many other offerings.

We recognize there are many mental health challenges facing Americans today, and there continues to be an unprecedented demand for our health system's services.

More than a century ago, our founders set forth a great vision that changed mental health care in America. Today, we continue their legacy to transform care and impact more lives.

This year's annual report will show you how we are transforming care by creating greater access to high-quality programs and services for individuals, families, and our community. You will see how we are ensuring that families have the best and most appropriate learning environment for their children with special education needs. You will also learn more about how our new hospital campus in Howard County will advance care in the community and beyond. You will discover how our innovative research is identifying new and effective ways to manage treatment-resistant depression. We have a bold vision for Sheppard Pratt, and there's no time like the present to transform care and improve lives.

Thank you for being part of our journey.

Sincerely,



A handwritten signature in black ink that reads "Joshua Kakel".

**Joshua Kakel**

Chair, Sheppard Pratt Health System Board of Trustees



A handwritten signature in black ink that reads "Harsh K. Trivedi".

**Harsh K. Trivedi, MD, MBA**

President & CEO, Sheppard Pratt Health System

# 2019 leadership & trustees

## OFFICERS AND EXECUTIVE STAFF

**Harsh K. Trivedi, MD, MBA**  
President & Chief Executive Officer

**Gregory Gattman, FACHE**  
Vice President &  
Chief Operating Officer, Hospitals

**Jeffrey Grossi, JD**  
Chief of Government Relations

**Thomas D. Hess, MBA, MEd**  
Chief of Staff

**Chip Maust, EdD**  
Vice President & Chief of Schools &  
Residential Treatment Centers

**Todd Peters, MD**  
Vice President & Chief Medical Officer  
Chief Medical Information Officer

**Donna L. Richardson, MBA**  
Vice President &  
Chief Development Officer

**Jeff Richardson, LCSW-C, MBA**  
Vice President & Chief Operating Officer,  
Community Services

**Karen Robertson-Keck,  
SPHR, SHRM-SCP**  
Vice President, Human Resources

**Kelly Savoca, CPA, MBA**  
Vice President & Chief Financial Officer

**Laura Lawson Webb, MSN, RN-BC**  
Vice President & Chief Nursing Officer

**Jennifer Weiss Wilkerson, MHSA, FACHE**  
Vice President & Chief Strategy Officer

## BOARD OF TRUSTEES

Margaret Allen  
Emile A. Bendit  
Kevin M. Benson  
Penelope Cordish  
Alan Evans  
Susan Fenimore  
Elizabeth Forbush  
Alan Gamse  
Philip H. Grantham

William Haugh  
Bonita Hearn  
Timothy R. Hearn  
Tamara Jack  
Joshua Kakel (Chair)  
Norma Peden Killebrew  
Martha Kirkland  
Alton Knight  
Robert Kresslein  
Mitchell J. Lahr

Cristin C. Lambros  
William Morton  
Collin Mothupi  
Robert Schaftel  
Gail L. Shawe  
Alfred Singer (Vice-Chair)  
John W. Steele, III  
Jim Wiederhold  
Stephen Judson Williams  
Pamela P. Young

## ASSOCIATE TRUSTEES

Holly Lanigan  
JoAnn Peroutka  
Peggy Sparr



*changing*

the way we view and treat mental health

Sheppard Pratt has been *transforming care* since our founding in 1853. That vision still holds today—providing compassionate, innovative care to individuals in need is our *highest calling*.

Moses Sheppard, our founder, knew that those struggling with mental illness should have access to the very best doctors using the most innovative treatments. His bequest brought that idea of compassionate, transformative care to life.

Sheppard Pratt Health System has always been the place to turn for solutions in behavioral health care. While our services have changed and evolved, the need for our transformative care has only grown over nearly two centuries. Sheppard Pratt has a growing network of mental health resources including more than 160 degree programs and a brand new 40-acre hospital already under construction in the Baltimore/Washington corridor. We have never been more able to transform care, and we stand at the ready to meet the increasing need and to lead the field forward.

We are bringing Moses Sheppard's vision of transforming care to life in many ways:

- We're finding new ways to connect those in need with effective treatment. Whether it is inpatient care, outpatient care, or vital services that reach far into the community—including in schools and in homes.
- We're caring for the whole person and their family—providing a comprehensive continuum of care that meets people where they need us, in every stage of their lives.
- We're pioneering new advances in mental health, from treatment methodologies to innovative technologies that help improve outcomes and enrich one's quality of life.

Today, Sheppard Pratt serves as a beacon for everyone needing access to mental health, substance use, special education, developmental disability, and social services. We continue to find new ways to help people live their healthiest lives in their homes and communities to make a positive impact.

creating access to

# excellence

Sheppard Pratt Health System has been improving the quality of life in our community for more than a century. While our treatments and therapies have always been modern and ahead of their time, our person-centered approach and compassionate care has remained at our core since we first opened our doors. Our care and service offerings align with the growing and changing needs of the people we serve and reflect our comprehensive continuum of care.

## crisis & admission

- crisis walk-in clinic
- assessment and intake services
- therapy referral services

## inpatient & specialty services

- child, adolescent, adult, geriatric services
- intellectual disabilities, trauma, neuropsychiatry, eating disorders, sports

## residential & structured day services

- day hospitals
- crisis residential services
- psychiatric rehabilitation services
- residential treatment services

## therapy & medication management

- addiction services
- outpatient behavioral health services
- integrated primary and behavioral health care services
- telepsychiatry services

## community & family supports

- head start program
- domestic violence shelter
- early intervention parenting support

## schools & school-based services

- nonpublic special education
- school-based mental health services
- residential treatment centers

## developmental disability services

- neuropsychiatry services
- intellectual disabilities and autism unit
- schools and school-based programs

## housing & homelessness services

- homeless outreach services
- housing counselor services
- veterans service center

## employment & job training

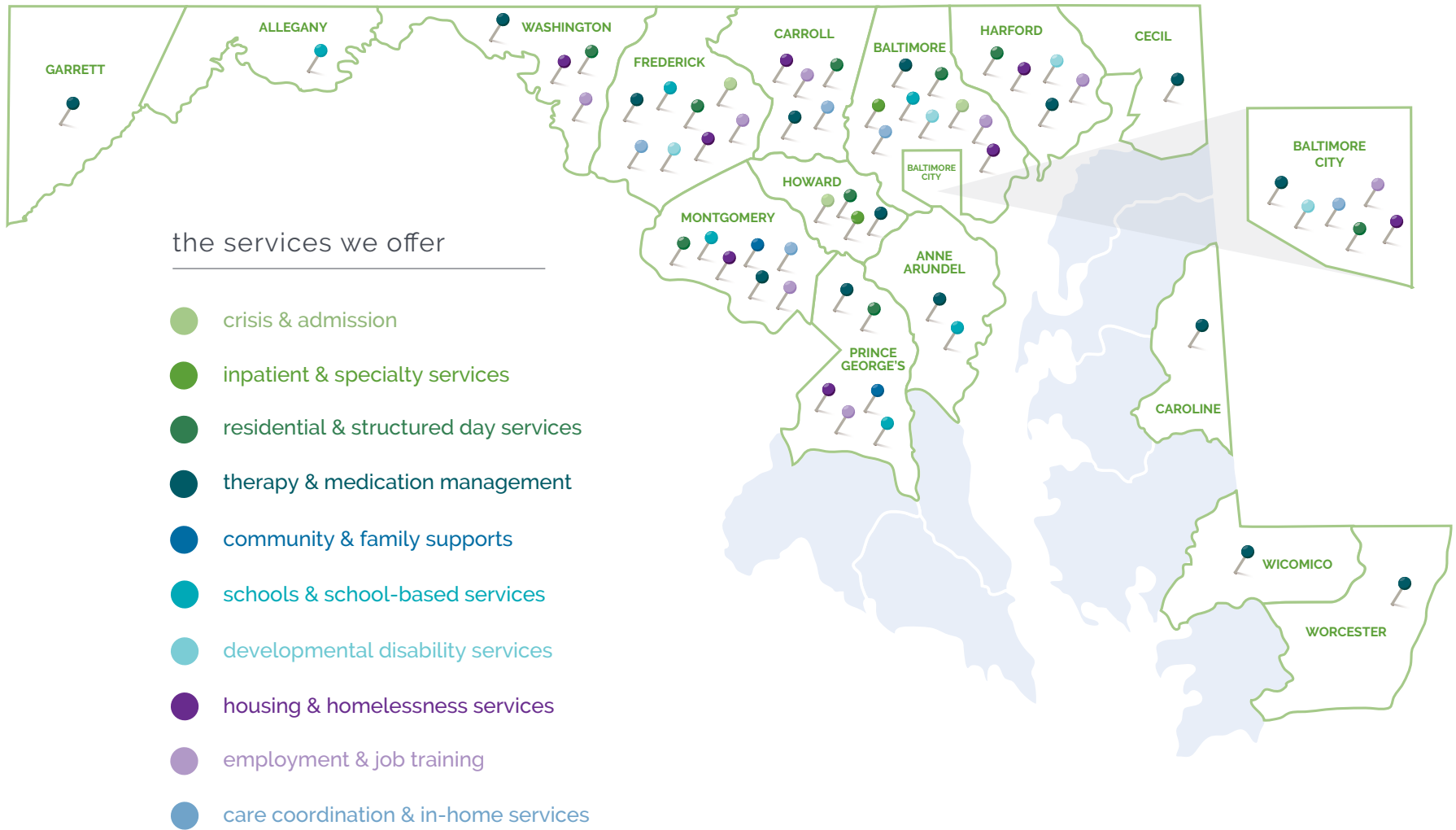
- business services
- employment support
- vocational services

## care coordination & in-home services

- assertive community treatment services
- behavioral health home services



Sheppard Pratt is working to transform mental health care in America. Our network of more than 160 programs across 16 Maryland counties provides the most comprehensive continuum of mental health, substance use, special education, developmental disability, and social services in the country. The map below depicts the care and services offered through our health system.





*providing*

the right care in the right place

More and more people in mental health crises are relying on hospitals and emergency departments because they have nowhere else to turn. According to the Healthcare Cost and Utilization Project (HCUP), emergency department visits nationwide for mental health or substance use disorders increased 44% from 2006 to 2014—almost three times the rate of overall visits. Unfortunately, emergency departments often can't adequately address the many needs of someone experiencing a mental health crisis.

Sheppard Pratt Health System provides alternatives to emergency hospital visits and stays, often bypassing the emergency room altogether. Our services help people recover in the comfort of their own home and at their own pace.

"If we can prevent someone from being admitted to a hospital as a result of crisis, that minimizes disruption in their lives," said Scott Rose, chief of rehabilitation and recovery services for Sheppard Pratt.

In recent years, Sheppard Pratt has led the charge in transforming how mental health is treated in the community. We are working to educate and empower people on how to manage their own health. By offering tools and support services that individuals can utilize in their own environments and on their own terms, we're setting people up for greater stability and success.

"It also frees up emergency departments and inpatient units for those who truly need the highly intensive care. We recognize that there is a broad spectrum of needs, and we're committed to expanding our

services to meet each person with the exact care they need for mental health or substance use issues," said Rose.

Oftentimes mental health issues are complicated by the prospect of having to go somewhere unfamiliar. In Frederick and Washington counties, Sheppard Pratt has operated **Mobile Crisis Teams**

for a number of years, meeting with individuals and their loved ones in their own homes and communities. After an assessment, the team determines if there is an immediate concern for the safety of that individual, followed by the development of a clinical plan tailored to what

**“** If we can *prevent* someone from being admitted to a hospital as a result of crisis, that *minimizes* disruption in their lives. **”**

each person needs. Through early intervention, our Mobile Crisis Teams have been able to provide access to timely and effective services.

For people who need more immediate access to trained professionals who can understand complex issues and help manage symptoms, Sheppard Pratt's **Crisis Referral Outpatient Program (CROP)** can be the right solution. CROP helps people find the right care in their communities, provides short-term outpatient treatment, and can initiate a personalized plan to help each person achieve better health.

If a person does require more significant care, our **Residential Crisis Services** help stabilize those having a mental health crisis, even after the most severe symptoms of the crisis pass.

By providing short-term residential crisis care, we can help the individual avoid or decrease the length of a hospital stay, and provide an easier transition back to their everyday life. Patients receive intensive, personalized support from residential counselors, with periodic interventions by psychiatrists or psychiatric nurse practitioners, social workers, and nurses.

"No matter how you access Sheppard Pratt's system of care—whether it's through Mobile Crisis Teams, CROP, or Residential Crisis Services—you will always have the support of our full continuum of services," said Rose.

As part of Sheppard Pratt's holistic approach to health, many of our services proactively address how to prevent the next crisis. Our goal is to allow a person to maintain their preferred way of life or return them to that lifestyle in a safe, effective, and supportive manner. At its core, our community-based efforts are just one way our continuum of care makes positive differences in the lives of individuals and our communities.







*ensuring*

the best care is easy to find

A high school student is bullied every day at school and feels scared and alone. She begins to wonder how much longer she wants to live this way.

A young man living in the city has never been to a doctor or a hospital before, but recognizes that his addiction problem is out of control.

A factory worker in a rural area experiences serious bouts of depression, but he doesn't know why. He just knows he wants them to stop.

It's challenging enough to go through these life experiences, but they can be even worse when you don't know how to get help. Sheppard Pratt Health System's vision is to provide greater and more convenient access to its vast and growing network of mental health resources. We continue to add programs and entry points to create easier access to the right care. Each clinic, each program, each in-home or in-school service, comes with the full support of the Sheppard Pratt continuum of care.

Sheppard Pratt's **Crisis Walk-In Clinic**, for example, is a unique entry point to psychiatric care. It provides a convenient, more focused alternative to hospital emergency rooms. The purpose of the clinic, located in Towson, Maryland, is to comprehensively assess the patient and then determine the most appropriate level of care and provide referrals. An additional Crisis Walk-In Clinic is scheduled to open at Sheppard Pratt's new campus in Howard County in early 2021.

"Unlike an ER, the walk-in clinic is designed specifically for the needs of those in mental health crisis," said Dr. Ben Borja, medical director of crisis services. "We can provide a same-day, comprehensive evaluation and assessment that ensures their safety."

All individuals are evaluated by a psychiatrist or psychiatric nurse practitioner. For those who need it, the clinic serves as direct access to an inpatient unit. For others, they can be referred to a variety of treatment paths, including our partial or half-day hospital program and our intensive outpatient crisis referral program.

Another new point of access to Sheppard Pratt Health System is the **Certified Community Behavioral Health Clinic (CCBHC)**, located in Baltimore, Maryland.

As one of only two such clinics in Maryland and only 48 in the entire country, the clinic offers an integrated model of care, providing comprehensive outpatient care, which includes crisis mental health services, screening, and assessment. It also provides individualized treatment plans and care teams as needed for each client. In all cases, the focus is on whole health and comprehensive access to a full range of medical, behavioral, and supportive services.

The CCBHC will help us better serve individuals with mental health issues, substance use disorders, and those lacking access to services due to limited capacity or insurance coverage.

The clinic offers evening and weekend appointments to provide access at times that are convenient and flexible. It also serves as a national model, establishing standards and services for similar centers in other communities.

"Anyone who has behavioral health needs should have a place they know they can easily turn to for help and to receive services," said Jeff

Richardson, vice president and chief operating officer of Sheppard Pratt Community Services.

"Our comprehensive outpatient facility makes Sheppard Pratt's world-class resources accessible to all."

In Frederick County, Maryland, another program has become a valuable access point to Sheppard Pratt resources. Many years

ago, working with partners, Sheppard Pratt recognized the gap in care in the community for patients who no longer required hospital care but still needed access to care and services. We created readily available outpatient services to address that need.

Today, our program continues. We have three conveniently located clinics in Frederick County as well as off-site counseling services in Frederick, Montgomery, and Washington counties. Our off-site services meet the needs of families who require various levels of care for their children or adolescents and who may also have transportation issues. Licensed counselors and social workers offer intensive individual and family therapy in clients' homes and schools.

"It's about providing portals to Sheppard Pratt's vast mental health resources," said Avi Burstein, executive director, Behavioral Health Partners. "But it's more than that. We want to provide that continuum of care, with easy transitions within the system. That's an experience that's really valuable to a patient and their loved ones."

Providing access to care is a core philosophy at Sheppard Pratt. That idea has become more important than ever as the need for mental health care increases. With new and expanding facilities and programs, we continue to create convenient entry points to our world-class mental health resources.

**“** We want to provide that continuum of care, with easy transitions within the system. That's an experience that's really *valuable* to a patient and their loved ones.







moving special education

*forward*

Sheppard Pratt's schools are dedicated to helping students with special education needs reach their full potential—inside the classroom and out. Each of our 14 schools across Maryland is staffed by certified teachers, behavioral specialists, curriculum specialists, occupational and speech therapists, and trained assistants who all understand that every child deserves individualized instruction and support. The average staff to student ratio is approximately 1:6 with frequent individualized instruction.

"By providing easier access to special education opportunities, families can stay connected with their communities," said Chip Maust, EdD, vice president and chief of schools and residential treatment centers at Sheppard Pratt. "Historically, students with intensive special education needs have been pulled out of their communities, which can lead to an even greater disconnect."

As the rates of children with mental, behavioral, or developmental needs continues to rise, so too has the need for special education services. Despite the growing need, these services are often difficult to access and, depending on the child, those that are available are not as intensive or consistent as needed.

"Our lives can be a challenge that very few people can fully understand," shared the mother of a child with special needs who attended The Forbush School at Hunt Valley. "To be able to have our children go someplace without fear of judgment is an incredible relief. Everyone here has been so supportive and encouraging."

Over the course of the next year, several of our schools will be expanding to continue providing an environment that allows for instruction and growth. The Forbush Schools at Prince George's County and Oakmont Upper School in Montgomery County will each be expanding to accommodate additional students. Both of these schools provide 12 months of individualized instruction to students ages 5 to 21.

**The Forbush School at Prince George's County** will be adding capacity for approximately 28 students. "This is a beautiful school," said Maust. "It's built with the needs of students with autism in mind—wide hallways, high ceilings, and it's bright and colorful. More than anything, what really makes this school unique is the sense of community. We do a lot with the students' families, like dances, family appreciation days, and an annual craft show that sells out every year."

**The Forbush School at Oakmont Upper School** will be adding capacity for approximately six students. Oakmont Upper is known for the many vocational opportunities it provides its students in the community. Local restaurants and businesses such as Buffalo Wild Wings and Domino's Pizza work with the schools to provide part-time jobs for students.

"When students come to us, we're always looking to find ways to get them back into their home school and back into their community," said Maust.

Sheppard Pratt opened **The Forbush School at Frederick County** in September 2018. This is a 10-month special education and related services program called RISE (Responsive Interventions for Student Excellence) within Hillcrest Elementary School. It is designed so that students can more easily transition to being mainstreamed with their general education peers when the time is appropriate.

"The advantage of the RISE program is that we can match a student's varying knowledge and skill sets to shifting levels of education so that they can perform to the best of their abilities in any and all areas," said Maust.

"For example, if we have a fourth grade student in the RISE program who's very successful in math, we can walk that student down the hallway to be in a general education fourth grade class."

It is often within an educational environment where children and young adults develop their sense of self-worth. The RISE program identifies opportunities in select general education classes where they can succeed and build their confidence and self-esteem.

Our overarching approach focuses on identifying and anticipating the skills that each student will need to be successful outside of our schools. In doing so, we are building their independence and confidence, all with the goal of nurturing students who will thrive and contribute throughout every age and stage in life. With our plans for expansion, we look forward to transforming the lives of even more children and young adults.





placing a world of mental health

# resources at your fingertips

Navigating a health system to find the right care and services can be a daunting task when you're in a state of crisis. It can be incredibly difficult to find easy-to-understand information about diagnoses and types of treatments. That's why Sheppard Pratt Health System pioneered an online resource where people can access timely, trustworthy information and discover all of the programs offered throughout our health system.

"With input from our patients and families, our staff and community partners—we have developed a new, first-of-its-kind website in mental and behavioral health care," said Harsh K. Trivedi, MD, MBA, president and CEO of Sheppard Pratt Health System. "Our new website helps people navigate more than 160 programs. From there they can easily access lifesaving, world-class care and be informed and active participants in their care."

The completely redesigned website offers a welcoming portal to our comprehensive mental health, substance use, special education, developmental disability, and social services. It also provides information on our care teams, research, education and training opportunities, and thought leadership from our experts.

"Many people in need of treatment can't access care because they don't know where to start," said Trivedi. "It's important to us that people know high-quality care is accessible no matter where they live. We also want to provide many different 'front doors' to serve as entry points throughout our comprehensive system of care."

Features like our innovative Care Finder make finding the right care easy. Users may select from a number of filters to locate the Sheppard Pratt program that meets their unique needs, at the location most convenient to them. Users can simply type in their address or ZIP code, rather than scanning through dozens of pages of search results. There is important information about insurance coverage as well as contact information to speak to a program representative.

Sheppard Pratt also wants to remove the notion that mental and behavioral health is too complicated or difficult to understand. Utilizing cutting-edge educational technologies, the Knowledge Center feature is a gateway to learning for all. It contains accessible content for anyone at any ability level. Users can access trusted information about conditions and diagnoses, types of treatments and therapies, and common vocabulary terms.

Visitors to the new site have easy access—across devices—and clear paths to accurate and meaningful information that provides real value to them: a searchable and filterable comprehensive spectrum of services, a searchable list of care providers, the latest news and research in the mental health fields, upcoming events and speakers, and even career opportunities. Accessing care, services, and information is truly easier than ever before.



Visit [sheppardpratt.org](https://sheppardpratt.org) to explore the new website today.





*pushing*

the boundaries of mental health care



At Sheppard Pratt, we're expanding the definition of what mental health encompasses and how we treat those in need—from sports psychiatry to innovative research.

## Sports Psychiatry

The rigors, pressures, and unexpected turns of competitive sports put athletes at high risk for stress and adverse mental health outcomes. Many athletes are reluctant to seek help for fear of being shamed or losing an opportunity to compete at the highest levels.

Sheppard Pratt is working to raise awareness of sports-related mental health issues and to provide access to a coordinated, comprehensive plan for treatment. Additionally, due to the popularity of contact sports, concussions have emerged as a major concern. Sports-related head injuries are now being recognized as an important source of psychiatric and neurologic problems. We also specialize in providing personalized concussion and traumatic brain injury services.

"Fortunately, the athletic community, especially athletes, are becoming more and more open in terms of accessing care, which is replacing the older attitude that somebody might not be tough enough," said Deepak Prabhakar, MD, MPH, medical director of outpatient services and head of sports psychiatry at Sheppard Pratt.

Sheppard Pratt takes a holistic approach to sports psychiatry. "When we work with any athlete," said Dr. Prabhakar, "we are not just focusing on how they are performing on the field. We also pay attention to how they

are doing in other aspects of life, such as academic performance, relationships, interactions with teammates and coaching staff, and overall personal wellness."

Athletes, their families, and teams or organizations can all access the resources appropriate to their needs. Sheppard Pratt also works directly with colleges and other institutions—advising the coaching and training staff as well as the athletes on not only warning signs and early interventions but also resilience-oriented approaches to help achieve maximal performance goals.

The goal is to provide cutting-edge psychiatric screening, evaluation, and treatment services, along with performance-based skills to help athletes maintain optimal mental health and overall wellness, while achieving high-level performance outcomes. By raising awareness of mental health issues in competitive sports and providing access to specialized care, we hope to play a role in the success of athletes at every level.

## Research

In 1853, Moses Sheppard's tenet to treat patients with respect and dignity revolutionized care for people with mental illnesses. Today, this pioneering spirit of compassion and innovation is instilled in Sheppard Pratt's research initiatives.

Sheppard Pratt is often the final turning point for people worldwide. "These are people who have suffered greatly because previous treatments have failed over and over again," said Scott Aaronson, MD, director of clinical research. "Our research, guided by our core value

**“ “** We're at the beginning of a tremendous effort in *expanding* our services and in expanding the delivery of *novel* therapies. It's an exciting time to be at Sheppard Pratt.

to meet a need, focuses on treatment-resistant mood and psychotic disorders." Currently, Dr. Aaronson and his team are leading groundbreaking work in severe treatment-resistant depression and bipolar type II depression. In August, Sheppard Pratt became one of the first sites in the United States to begin a randomized trial looking at how psilocybin, a psychedelic, impacts depressive symptoms in people who have already had at least two unsuccessful interventions with antidepressants. Sheppard Pratt is also investigating whether psychedelics can be useful in depressed patients who have failed more than four medications and in patients with bipolar type II depression.

We are working to expand treatment options for people who have shown to be resistant to traditional methods. Our ultimate goal is to bring novel therapies to the point where they become standard care, are regularly covered by insurance plans, and are available to everyone who needs them.

Another example is an investigation to determine if transcranial magnetic stimulation (TMS) is safe and effective for use in bipolar depression, an illness with few effective treatments. Early positive results have led to beginning conversations with regulatory agencies about expediting an approval process.

Our work on vagus nerve stimulation (VNS), using an implantable device, in treatment-resistant depression has already attained this level of success. Dr. Aaronson's groundbreaking study led to the Centers for Medicare and Medicaid reversing its non-coverage determination for VNS. We are actively engaged in implementing a large, national randomized trial in Medicare recipients who have failed more than four treatments for depression.

Sheppard Pratt plans to create a center of excellence that expands our research presence and allows us to better serve those in need.

Said Dr. Aaronson, "We're at the beginning of a tremendous effort in expanding our services and in expanding the delivery of novel therapies. It's an exciting time to be at Sheppard Pratt."

# reshaping

## the landscape of mental health care

We are changing the landscape of behavioral health care—quite literally—in Howard County with our new hospital campus. We've already poured enough concrete to fill three Olympic-size swimming pools. We've assembled more structural steel than it takes to build five 747 airplanes. And we've moved more than 118,000 cubic yards of dirt.

Our new 40-acre campus is taking shape, and it continues to pass construction milestones on the way to its opening, scheduled for early 2021.

At the groundbreaking ceremony in October 2018, we recognized the fact that no other organization in the country is building a behavioral campus such as this. It will offer the full totality of psychiatric and behavioral services to advance care, propel lives, and transform our communities.

"The hospital campus is a vital project for the community, and its impact will be far reaching and long lasting," said Tom Hess, chief of staff for Sheppard Pratt, who has been leading the construction of this project since its inception. "The new hospital will further expand our

life-changing services and help redefine the standard of excellence in mental health care. We will be able to broaden our impact and serve more people."

When complete, the new hospital will include 85 inpatient beds, four specialized partial hospital programs, offer same-day crisis walk-in access, and more. Its location in Elkridge, Maryland, will create a convenient point of access for all of Sheppard Pratt's resources to people in the Baltimore/Washington corridor. Its close proximity to Baltimore/Washington International Thurgood Marshall Airport will provide access to those seeking our care from across the nation and throughout the world.

With original construction, designers were able to create a welcoming environment and still include the most advanced safety features. Our new hospital will be at one with nature and bring the outdoors in. As with each of our hospitals, we will redefine excellence in mental and behavioral health care.


As we move forward, we will share exciting news about this next chapter in our mission with you.

fiscal year

# at-a-glance

we provide more than  
**1 million**  home- and community-based services

we provide more than  
**900,000**  services to more than  
**9,350** individuals with serious mental illness

we served nearly  
**40,000** individuals in our clinics and hospitals  a **33%** increase from FY '18

we provide more than  
**2,000** children and adolescents  with more than  
**115,000** educational services

we helped more than  
**2,300** find housing  and served almost  
**130,000** free meals for people at risk of homelessness

we served nearly  
**8,000** people in crisis  a **60%** increase from FY '18

we served more than  
**1,200** veterans  a **39%** increase from FY '18

# financial

## highlights

Net revenues increased from \$370.5 million to \$382.2 million in 2019.

### health system statistics



108,748  
inpatient days



140,663  
education/student days

### number of services provided

Older Adults (65+)	122,140
Adults (18-64)	1,050,179
Adolescents (12-17)	107,809
Children (4-12)	62,096
Young Children (0-4)	47,173

net revenues  
(in millions of dollars)

FY '18

FY '19

SHEPPARD PRATT  
HEALTH SYSTEM

\$370.5

\$382.2

#### wholly owned subsidiaries:

MOSAIC  
COMMUNITY  
SERVICES, INC.

\$63.1

\$63.8

WAY  
STATION,  
INC.

\$36.0

\$35.3

FAMILY  
SERVICES,  
INC.

\$23.6

\$24.8

a new era of

# generosity

Dear Friends,

Last October, supporters, community leaders, and members of the Sheppard Pratt Health System family marked the beginning of a new era when we broke ground for the hospital in Howard County. This was the first phase of our plan to construct a new campus to make mental health care more accessible to people throughout the region.

The new hospital, and its companion Harry and Jeanette Weinberg Medical Pavilion, form a holistic strategy to transform the delivery of behavioral health care. Scheduled to open in early 2021, the campus will provide a comprehensive approach to care for a wide range of conditions.

This new campus would not be possible without generous philanthropic support. In an environment where funding for health care, and mental health care specifically, is volatile, it is more important than ever that people and institutions who understand the importance of providing world-class mental health care step forward to make a difference.

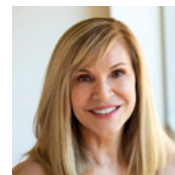
Our ability to bring care to tens of thousands of people each year will depend upon transformational philanthropy—gifts that enable

Sheppard Pratt to take “giant steps” in advancing care. In the coming months, we’ll illustrate how philanthropy can bring mental health care to more people throughout Maryland and the country, not just through our new campus but also through groundbreaking new programs and treatments.

I’m privileged to have this opportunity to thank our supporters for their important contributions that are changing the lives of thousands of people, their families, and their communities. And we acknowledge those individuals, corporations, and organizations that are helping us in our goal of transforming mental health care. Your generous support is essential not only to Sheppard Pratt’s future, but more importantly, to the future of those in our communities.

Thank you for your generous support. Together, we can transform care and transform lives.

Sincerely,



A handwritten signature in black ink that reads "Donna L. Richardson". The signature is fluid and cursive.

**Donna L. Richardson**

Vice President and Chief Development Officer

the difference is

you

Mental health does not distinguish on the basis of age, gender, race, income, sexual orientation, or level of education. Nor does it affect just one person. When a person is unable to access the care they need, it impacts families, friends, and neighbors and deprives everyone of the benefits of that person's talent, perspective, and contributions.

It is up to all of us to unite in transforming mental and behavioral health care. We're looking to you to form a partnership that will take our care to the next level. In the coming months, we'll invite you to see how philanthropy can bring mental health care to more people throughout Maryland and across the nation. This will occur not only through our new campus, which will establish a new standard for state-of-the-art mental and behavioral health care, but also through our groundbreaking new programs and treatments.

This past year Sheppard Pratt was fortunate to receive financial support from our existing partners. To view our donors, we invite you to visit the online version of this report, found on our website at [sheppardpratt.org/annualreport2019](http://sheppardpratt.org/annualreport2019).

## about sheppard pratt health system

Sheppard Pratt Health System is the largest private, nonprofit provider of mental health, substance use, special education, developmental disability, and social services in the country. A nationwide resource, Sheppard Pratt provides services across a comprehensive continuum of care, spanning both hospital- and community-based resources. Since its founding in 1853, Sheppard Pratt has been innovating the field through research, best practice implementation, and a focus on improving the quality of mental health care on a global level. Sheppard Pratt has been consistently ranked as a top national psychiatric hospital by *U.S. News & World Report* for nearly 30 years.





Sheppard Pratt  
HEALTH SYSTEM

[sheppardpratt.org](http://sheppardpratt.org)

[Facebook.com/SheppardPratt](https://www.facebook.com/SheppardPratt) | [@SheppardPratt](https://twitter.com/SheppardPratt) | [@SheppardPrattHealthSystem](https://www.instagram.com/SheppardPrattHealthSystem)