
WELCOME TO OUR

Monthly Newsletter

we're so glad you're here!



HEY, HOW ARE YOU?

Embracing Tranquility:

As we embrace the spirit of gratitude in November, this month becomes a time for awareness, reflection, advocacy, and action. We focus on five vital causes: early childhood mental health, men's mental health, anti-bullying, hunger and homelessness, and suicide prevention. These issues affect the lives of countless individuals and families, and together, we can make a difference by spreading awareness, offering support, and promoting preventative measures.

This month serves as a powerful reminder to prioritize mental health, foster inclusive communities, and support those facing hunger and homelessness. Each day presents an opportunity to educate ourselves, support one another, and advocate for meaningful change. Let's come together this November to uplift and empower those around us.

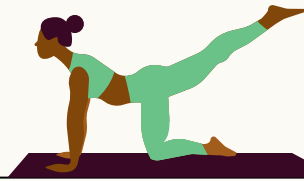
Survivors of Suicide Loss Day – November 18

Survivors of Suicide Loss Day is a day dedicated to providing support, understanding, and connection to those who have lost a loved one to suicide. This day serves as a reminder that no one should face this journey alone. Many communities organize events, both in-person and virtual, where survivors can connect, share their stories, and find comfort in a supportive network. Survivor Day highlights the importance of compassionate support systems, both personal and community-based, to help those affected by suicide loss cope and continue healing.



Yoga Classes:

Stay on the look out for yoga dates!



Breathwork and Stress Reduction Techniques:

Your breath is your anchor. We explored the transformative power of breathwork and stress reduction techniques. Participants learned how to harness the breath to calm the nervous system, reduce anxiety, and cultivate inner peace.

INSTANT DOWNLOAD

[YOUR GUIDELINE FOR BREATHWORK HERE](#)



Early Childhood Mental Health Awareness Month: Building Foundations for a Healthier Future



Early Childhood Mental Health Awareness Month highlights the importance of nurturing mental health in children from birth to age five. The early years are crucial for developing emotional, cognitive, and social skills that shape a child's future well-being. Here's why early mental health matters, along with some key statistics and ways to support young children:

Why Early Childhood Mental Health Matters

- **Critical Development Phase**

About 90% of a child's brain develops by age five. This period shapes key emotional and social skills that help children thrive later in life. Positive early experiences and stable relationships provide the foundation for healthy mental development.

- **Prevalence of Mental Health Concerns**

Research indicates that 1 in 6 children aged 2-8 has a diagnosed mental, behavioral, or developmental disorder. However, many mental health challenges go unnoticed, particularly in young children, who may express distress in unique ways.

- **Early Intervention Leads to Better Outcomes**

Children who receive early mental health support are better prepared for stress, relationships, and academic success. Evidence shows that early intervention reduces the need for intensive support later and can greatly improve lifelong outcomes.

Signs of Concern

- Persistent sadness or social withdrawal
- Intense tantrums or trouble calming down
- Difficulty with transitions or routine changes
- Unusual aggression or impulsive behavior
- Trouble interacting with peers

How to Support

- **Stable, Loving Relationships**

A nurturing environment and consistent, loving relationships help children develop trust and security, essential for emotional growth.

- **Encourage Play and Social Interaction**

Playtime with caregivers and peers fosters social skills, empathy, and emotional regulation.

- **Seek Support Early**

Caregivers and educators should consult pediatricians, counselors, or community resources if they notice signs of concern. Early screenings and intervention make a lasting difference.



Supporting children's mental health from the start empowers them with the resilience and skills they need to thrive. This month, let's raise awareness, educate ourselves, and support families in fostering strong mental health foundations for the youngest members of our communities.

Men's Mental Health Awareness Month: Prioritizing Well-Being and Overcoming Barriers



Men's Mental Health Awareness Month highlights the importance of mental health and well-being for men, aiming to reduce stigma and encourage open conversations. Mental health challenges affect men of all ages, yet many men hesitate to seek help due to societal pressures and stereotypes. This month is dedicated to raising awareness, promoting mental health resources, and encouraging men to prioritize their well-being.

Key Facts

- **Prevalence:**

It is estimated that 1 in 10 men experience anxiety, depression, or other mental health issues at some point in their lives. However, many do not reach out for help or treatment. Several factors contribute to this, including the reluctance to appear vulnerable, fear of judgment, and a lack of awareness of available resources. Studies show that men are less likely to seek professional help compared to women, with only about 1 in 4 men ever accessing mental health services. As a result, mental health challenges often go untreated, leading to long-term negative effects on emotional and physical well-being. Encouraging men to recognize the signs of mental health struggles and seek support is essential to improving these outcomes.

- **Stigma:**

Societal expectations around masculinity often discourage men from expressing vulnerability or seeking help. Traditional notions of manhood emphasize traits like emotional stoicism, strength, and self-reliance, which can create pressure for men to suppress their emotions. As a result, many men feel isolated or ashamed of their struggles, thinking that asking for help is a sign of weakness. Redefining masculinity and creating a culture where emotional expression is embraced can help dismantle these barriers.

- **Suicide Risk:**

Men are at a disproportionately high risk of suicide, accounting for nearly 75% of suicides worldwide. In fact, men are more likely to die by suicide than women, with factors such as untreated mental health disorders, societal pressures, and lack of social support contributing to this alarming statistic. The reluctance to seek help and the stigma surrounding mental health play a significant role in why men may not access the support they need until it is too late. Encouraging men to talk openly about their mental health and supporting them in their emotional journeys can save lives.

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Ways to Support Men's Mental Health

- **Normalize Vulnerability:** Shift the narrative around masculinity by encouraging men to express their emotions and seek help when needed. Emphasizing that asking for support is a sign of strength rather than weakness can help reduce stigma.
- **Encourage Therapy and Counseling:** Therapy offers a safe space for men to explore their emotions, build emotional intelligence, and develop coping strategies for life's challenges.
- **Promote Positive Role Models:** Sharing stories of men who have embraced emotional intelligence and sought help for their mental health can inspire others to do the same.

It's vital to focus on both emotional support and the importance of teaching emotional intelligence as key factors in improving men's mental well-being. Societal pressures often encourage men to suppress their emotions, leading to mental health struggles that go unaddressed. By creating environments that promote emotional openness and teaching essential emotional skills, we can empower men to take charge of their mental health.

The Importance of Emotional Support

- **Breaking the Silence:** Many men face mental health challenges but hesitate to seek help due to the belief that they should handle things on their own. Providing emotional support through listening without judgment and offering encouragement helps men feel understood and less isolated.
- **Building Safe Spaces:** It's crucial to create spaces where men can talk freely about their emotions, struggles, and experiences. This could be through trusted friends, family, or professional support systems, where expressing vulnerability is seen as a strength.

Teaching Emotional Intelligence

Emotional intelligence is the ability to recognize, understand, and manage our emotions, as well as relate to and influence the emotions of others. Developing this is essential for men's mental health, helping them navigate life's challenges with resilience and self-awareness.

- **Self-Awareness:** Encouraging men to recognize and name their emotions helps them understand their feelings and reactions, which is the first step toward emotional health.
- **Self-Regulation:** Teaching skills like mindfulness, deep breathing, or other calming techniques allows men to better manage their emotions, especially in times of stress or conflict.
- **Empathy:** Developing empathy enables men to connect with others on a deeper level, improving relationships and reducing feelings of isolation.
- **Social Skills:** By fostering communication, active listening, and healthy conflict resolution, emotional intelligence enhances men's ability to build supportive, meaningful relationships.



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Hunger and Homelessness Awareness Week: Addressing the Crisis and Promoting Change



Hunger and Homelessness Awareness Week, observed annually in November, serves as a time to have a conversation of the severe and interconnected issues of hunger and homelessness, which affect millions globally. This week aims to raise awareness, promote understanding, and inspire action to alleviate these crises. Through education, community engagement, and supporting vital organizations, we can contribute to solutions that help end hunger and homelessness for those in need.

Key Facts

Hunger:

In Maryland, over 600,000 residents face food insecurity, including more than 175,000 children. Food insecurity is often driven by low wages, unemployment, rising living costs, and limited access to affordable nutritious food. For example:

- 1 in 8 children in Maryland lives in a food-insecure household, leading to significant impacts on their physical and mental health, academic performance, and overall development.
- Black and Hispanic households in Maryland face food insecurity at disproportionately higher rates than white households, reflecting broader systemic inequities.
- Rural parts of Maryland, such as the Eastern Shore and Western Maryland, experience unique challenges, with limited grocery store access and higher transportation costs.

Hunger isn't just an issue of scarcity—it's a systemic problem influenced by factors like poverty, inequality, and food distribution. Addressing hunger requires not only feeding those in need but also reforming the policies and systems contributing to food insecurity.

Homelessness:

On any given night, more than 6,360 people in Maryland experience homelessness. This includes men, women, children, veterans, and individuals with disabilities. The factors contributing to homelessness are multifaceted and include:

- Lack of affordable housing: Maryland faces a shortage of over 120,000 affordable rental units for extremely low-income households, leaving many vulnerable to housing instability.
- Mental health and addiction: Approximately 18% of Maryland's homeless population lives with severe mental illness, and many struggle with substance use disorders, creating barriers to accessing stable housing and healthcare.
- Domestic violence: Intimate partner violence is one of the leading causes of homelessness for women in Maryland.
- Economic hardship: Unemployment, low wages, and sudden financial crises, such as medical emergencies, contribute significantly to housing instability in Maryland.

Homelessness is not just a lack of a physical home—it's a lack of access to essential resources like healthcare, sanitation, and social support. It often results in greater social isolation and trauma.

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Ways to Address Hunger and Homelessness

1. Donate

Contributing to local Maryland food banks, shelters, and organizations can have an immediate impact on those facing hunger or homelessness. For example:

- Maryland Food Bank distributed over 63 million meals to individuals and families in 2022.
- Donations of non-perishable food, hygiene products, winter clothing, and blankets are especially valuable for shelters and community organizations operating on limited budgets.

2. Volunteer

Volunteering time with local organizations is another powerful way to help. In Maryland, volunteers are vital for the success of many food banks and shelters, such as the Anne Arundel County Food Bank or Montgomery County Coalition for the Homeless.

Volunteers can assist with:

- Meal preparation and distribution at soup kitchens or shelters.
- Sorting food donations and assembling care packages.
- Job training and support services for individuals transitioning out of homelessness.
- Mentorship programs to support youth and families at risk.

3. Promote Resources

Educating the community about available support services is crucial for addressing these crises. In Maryland, key resources include:

- Food Banks and Pantries: Programs like Capital Area Food Bank and Moveable Feast provide meals and groceries to vulnerable populations.
- Shelters and Housing Assistance: Organizations like Helping Up Mission and Baltimore Station provide temporary housing, addiction recovery, and mental health services.
- Homelessness Prevention Programs: Maryland offers rental assistance, emergency housing, and eviction prevention through county-level initiatives like the Prince George's County Homeless Prevention Program.
- Job and Vocational Training: Programs like Maryland New Directions help individuals secure sustainable employment through career training and job placement services.

4. Advocate for Policy Change

Addressing hunger and homelessness in Maryland requires systemic change. Advocacy efforts can focus on:

- Affordable Housing: Supporting programs like Maryland's Rental Housing Works, which expands affordable rental options and strengthens housing infrastructure.
- Living Wages: Advocating for wage increases to combat income inequality, a key driver of food insecurity and homelessness.
- Food Security: Encouraging participation in Maryland's SNAP Outreach Program, which helps low-income households access federal food assistance benefits.
- Healthcare Access: Promoting policies that expand mental health and addiction services for vulnerable populations.



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Maryland Programs Addressing Hunger and Homelessness

1. Maryland Food Bank

The Maryland Food Bank is a statewide nonprofit that provides millions of pounds of food to residents in need every year. It works with more than 1,200 community organizations, including food pantries, soup kitchens, and shelters. Programs include:

- **Mobile Pantries:** Delivering food directly to underserved areas across the state.
- **School Pantry Program:** Offering nutritious food to children and families at over 40 schools in Maryland.
- **SNAP Outreach:** Assisting residents in applying for the Supplemental Nutrition Assistance Program to access nutritious food.

2. Moveable Feast

Moveable Feast provides nutritious meals and grocery items to individuals facing serious health challenges, such as HIV/AIDS, cancer, and diabetes, in Maryland. This program not only helps reduce food insecurity but also addresses the specific dietary needs of individuals with chronic illnesses. Volunteers are central to Moveable Feast's operations, helping prepare, package, and deliver meals throughout the state.

3. Maryland Department of Housing and Community Development (DHCD)

The Maryland DHCD provides several programs aimed at preventing homelessness and supporting affordable housing initiatives. Key programs include:

- **Emergency Solutions Grants (ESG):** Funding for emergency shelters, rapid rehousing, and homelessness prevention.
- **Rental Assistance Programs:** Offering financial support to low-income residents, including the Section 8 Housing Choice Voucher Program.
- **Housing Opportunities for Persons with AIDS (HOPWA):** Providing housing support to individuals with HIV/AIDS.

4. Homeless Persons Representation Project (HPRP)

The Homeless Persons Representation Project offers free legal services to people experiencing homelessness or those at risk of homelessness in Maryland. HPRP assists with issues like eviction prevention, public benefits access, and veteran's benefits. Their work is essential for protecting the legal rights of homeless individuals and families.

5. Health Care for the Homeless (HCH)

Health Care for the Homeless in Baltimore provides medical, mental health, and substance abuse services to homeless individuals. HCH's approach emphasizes integrated care, addressing both physical and mental health needs alongside housing services. They also provide case management to help individuals find stable housing and other community support.

6. Project PLASE (People Lacking Ample Shelter and Employment)

Based in Baltimore, Project PLASE provides transitional and permanent housing to homeless individuals, especially those with complex medical or behavioral health needs. They also offer support services, including job training, mental health counseling, and case management, to help residents gain stability and self-sufficiency.

7. Montgomery County Coalition for the Homeless (MCCH)

The Montgomery County Coalition for the Homeless works to reduce homelessness in Montgomery County by providing housing, advocacy, and supportive services. MCCH's programs include:

- **Safe Havens and Permanent Housing Programs:** For individuals with chronic homelessness or severe mental health needs.
- **Housing Stabilization Services:** To prevent individuals and families from becoming homeless.
- **Veteran Housing:** MCCH provides resources specifically tailored to veterans experiencing homelessness.

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8. Baltimore City's Mayor's Office of Homeless Services (MOHS)

The Mayor's Office of Homeless Services in Baltimore City is responsible for coordinating homeless outreach, housing programs, and resource distribution. MOHS works closely with local shelters, nonprofits, and community programs to deliver essential services such as:

- **Street Outreach:** Connecting people with shelters, healthcare, and support.
- **Permanent Supportive Housing Programs:** Offering stable housing and case management services to chronically homeless individuals.
- **Family Stability Programs:** Providing support for families facing homelessness or housing instability.

Local Statistics and Challenges

In Prince George's County, over 22% of children and 13% of seniors face food insecurity, a concerning figure given the area's high cost of living and limited access to affordable groceries in certain regions. More than 139,000 residents rely on SNAP (Supplemental Nutrition Assistance Program), yet only a portion of eligible individuals are enrolled in Women, Infants, and Children (WIC) support, which provides supplemental nutrition for low-income families

Regarding homelessness, Maryland has seen recent increases, especially among youth and veterans, underscoring the importance of both shelter programs and long-term housing solutions. Although resources like emergency shelters and food pantries exist, gaps in accessible services remain, particularly in areas such as Prince George's County, where a mix of urban and suburban challenges require adaptable solutions.

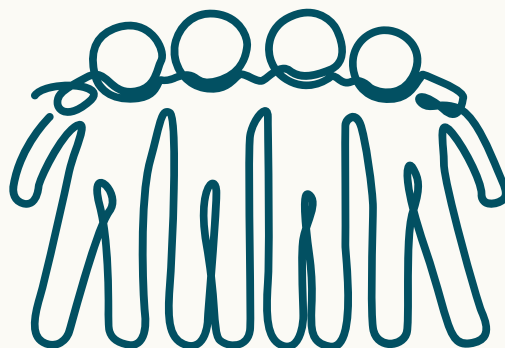
Current Programs and Support

Several Maryland programs work to address these needs. The Community Eligibility Provision (CEP) ensures free meals to students at over 140 schools in the county, helping reduce childhood hunger. The state also offers the Summer Food Service Program to cover meals when school is out, alongside SNAP and WIC. Housing support services include emergency shelters and transitional housing, with organizations such as Maryland Hunger Solutions and United Communities Against Poverty (UCAP) leading efforts to expand resources.

Needed Improvements

Despite the efforts made, many counties in Maryland, including Prince George's, Montgomery, Anne Arundel, Howard, and Baltimore, continue to face challenges such as limited food access, insufficient shelter capacity, and a lack of affordable housing options. Food deserts remain a pressing issue in certain areas, leaving residents without reliable access to nutritious meals. Additionally, shelters across these counties often struggle to meet the growing demand, particularly during colder months, while the supply of affordable housing lags behind the increasing need.

Addressing these issues requires a collaborative, regional approach. Expanding emergency shelter availability, increasing the number of affordable housing units, and enhancing the reach of food assistance programs like WIC and SNAP are critical steps. Counties should also focus on strengthening partnerships between local governments, nonprofits, and grassroots organizations to create more accessible and comprehensive support networks. Initiatives such as mobile food distribution services, resource fairs, and expanded mental health services can further alleviate the interconnected challenges of hunger and homelessness.



Fostering a Culture of Kindness: Anti-Bullying Awareness Week



Anti-Bullying Awareness Week emphasizes the urgent need to combat bullying and nurture spaces built on empathy and inclusion. Nationally, nearly 1 in 5 students (20%) report being bullied in schools, and over 36% of middle and high school students have faced cyber-bullying. These behaviors often lead to long-lasting impacts, including heightened rates of anxiety, depression, and reduced academic performance. In Maryland, bullying incidents reflect national trends, highlighting the importance of proactive measures.

Empowering Students and Communities

- **Enhancing Communication:** Promoting open, nonjudgmental discussions among students, parents, and educators helps dismantle the barriers surrounding bullying. These dialogues empower students to report incidents and foster a sense of trust and safety.
- **Strengthening Training Initiatives:** Comprehensive anti-bullying education equips students and staff with the tools to recognize, address, and prevent bullying. Emphasizing bystander intervention and fostering empathy lays the foundation for respectful behavior.
- **Promoting Digital Awareness:** With the rise of cyber-bullying, digital citizenship programs are essential. Teaching online empathy and responsible engagement can reduce harmful behaviors on social platforms.

Maryland's Contributions to Anti-Bullying Advocacy

Maryland continues to lead with impactful strategies aimed at addressing bullying:

- **Statewide Reporting Systems:** Maryland's streamlined approach to bullying reporting includes accessible online and in-school forms. These systems empower students and families to report issues confidently, leading to timely investigations and support.
- **School-Based Support:** Counseling initiatives in counties such as Howard County offer specialized workshops and one-on-one services to address bullying and its impacts. These programs often partner with local organizations to ensure comprehensive support.
- **Community-Led Advocacy:** Grassroots campaigns like #Blue4Grace, inspired by a cyber-bullying tragedy, bring communities together to raise awareness and champion anti-bullying efforts. These movements demonstrate the power of collective action in creating safer environments.

Maryland's Initiatives

Maryland has implemented several state and local initiatives to combat bullying, including efforts tailored to counties like PG, Montgomery, Anne Arundel, Baltimore, and Howard:

- **Safe Schools Maryland Tip Line:** A confidential statewide reporting tool for bullying, threats, or safety concerns. This tool is promoted across all Maryland counties to empower students and families.

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- **PBIS Maryland (Positive Behavioral Interventions and Supports):** Widely implemented in schools, PBIS fosters positive learning environments and reduces bullying through proactive strategies. All counties, including PG and Montgomery, actively use PBIS frameworks to improve school climates.
- **School-Based Counseling Services:**
- In Montgomery County, schools offer specialized counseling and mental health support tailored to bullying-related issues.
- Baltimore County has established partnerships with community organizations to provide restorative justice programs addressing bullying conflicts.
- Howard County offers workshops for parents and educators on preventing bullying and supporting affected students.
- Anne Arundel and PG County are working to expand mental health programs and ensure more schools have access to trained counselors and social workers.
- **Community Movements:** Initiatives like the #Blue4Grace Campaign and BMore Kind promote awareness and provide resources for bullying prevention.

Anti-Bullying Awareness Week is a powerful call to action to strengthen our commitment to fostering safe and inclusive environments for all students. While progress has been made, there is still much to do to ensure that every child feels valued and protected. Expanding access to mental health resources, enhancing anti-bullying programs, and increasing community collaboration across Prince George's, Montgomery, Anne Arundel, Baltimore, and Howard counties are crucial steps. By addressing specific challenges such as cyber-bullying, peer aggression, and the lack of accessible counseling services, we can create schools and communities where students are equipped to stand against bullying and receive the support they need to succeed academically and emotionally.



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Embrace Wellness: Local Free Events for November

Welcome to November! This month, we're excited to bring you a variety of free local events in the DMV area, offering opportunities to connect with your community, support important causes, and enjoy family-friendly activities. Whether you're looking to experience a long-standing festival tradition, sample delicious local cuisine, or participate in events promoting awareness and advocacy, November has something for everyone. From the vibrant streets of Fells Point to the culinary delights of Bethesda, join us in celebrating the spirit of community, wellness, and fun for all ages.

1. Holiday Lights at the Maryland Zoo

- Dates: November 23, 2024 - January 1, 2025
- Time: 10 a.m.-4 p.m.
- Location: The Maryland Zoo in Baltimore
One Safari Place, Baltimore, MD 21217
- Enjoy the festive lights and decorations throughout the zoo, as well as seasonal activities for all ages. While entry is free for members, general admission applies, but there are often free admission days or family-oriented programs.

2. Ice Skating at Baltimore's Inner Harbor

- Dates: November 9, 2024 - January 20, 2025
- Time: 12-10 p.m.
- Location: 201 E Pratt St, Baltimore, MD 21202
- Kick off the season with free opening night activities at the outdoor ice rink, including hot chocolate and treats. It's a festive way to enjoy the season with family-friendly fun.

3. American Indian Pow-Wow

- Date: November 16, 2024
- Time: 11am - 7p.m.
- Location: Maryland State Fairgrounds, Timonium
2200 York Road, Timonium, MD 21093
- The 48th Annual Pow-Wow celebrates Native American culture with traditional dancing, vendors, food, and family-friendly activities. It's an excellent opportunity to experience Native culture and artistry.



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Free Resources:

NAMI Maryland (National Alliance on Mental Illness)(410-884-8691):

- NAMI Maryland provides free mental health education, support groups, advocacy, and resources for individuals and families affected by mental illness. They offer programs such as NAMI Family Support Groups and NAMI Peer-to-Peer classes.

Mental Health Association of Maryland(443-901-1550):

- The Mental Health Association of Maryland offers free mental health resources, advocacy, and support services to promote mental wellness and recovery. They provide information on mental health topics, support groups, and educational programs.

Mosaic Community Services(410-453-9553):

- Mosaic Community Services is a nonprofit organization that offers free and low-cost mental health and substance use disorder services in Maryland. They provide counseling, therapy, case management, and other support services for individuals of all ages.

Maryland Coalition of Families (410-730-8267):

- The Maryland Coalition of Families is a nonprofit organization that provides free support, education, and advocacy for families of children and youth with mental health, substance use, and other behavioral health challenges. They offer support groups, workshops, and resources for families navigating the mental health system.

National Suicide Prevention Lifeline (1-800-273-8255):

- The National Suicide Prevention Lifeline is a national network of crisis centers that provide free and confidential support to individuals in suicidal crisis or emotional distress. Trained crisis counselors are available 24/7 to offer support, intervention, and resources to those in need.

Crisis Response Team (301-429-2185):

- This team likely consists of mental health professionals who are dispatched to respond to crisis situations, such as mental health emergencies or suicidal threats, in the community. They provide on-the-ground support and intervention to individuals in crisis.

Maryland Department of Health and Mental Hygiene (DHMH) Behavioral Health Administration (BHA) (410-402-8300):

- The DHMH Behavioral Health Administration oversees mental health and substance abuse services and programs at the state level in Maryland. They may provide funding, coordination, and oversight for various mental health initiatives and organizations.
- School Max has changed over to Synergy please register

Maryland Domestic Violence Resources:

Maryland Network Against Domestic Violence (MNADV)

- Phone: 1-800-634-3570
- Website: mnadv.org
- Provides information, support, and a directory of local service providers for victims of domestic violence.

Maryland Coalition Against Sexual Assault (MCASA)

- Phone: 1-877-988-7800
- Website: mcasa.org
- Offers support and resources for sexual assault survivors, including those experiencing domestic violence.

Crisis Intervention Services

- Phone: 1-800-322-4043 (available 24/7)
- Provides immediate support and crisis intervention.

Local Shelters and Services:

- Montgomery County:
 - Phone: 240-777-4195
 - Website: montgomerycountymd.gov
- Prince George's County:
 - Phone: 301-883-7870
 - Website: pgcmls.info
- Baltimore City:
 - House of Ruth Maryland
 - Phone: 410-828-6390
 - Website: houseofruth.org

National Domestic Violence Hotline

- Phone: 1-800-799-SAFE (7233)
- Website: thehotline.org
- Connects Maryland residents to local services.

Legal Aid Bureau

- Phone: 1-877-261-8807
- Website: mdlab.org
- Provides free legal assistance for protective orders and other legal matters related to domestic violence.



Director's Corner...



Erica Coleman CPRP Founder/ Director

"Be patient with yourself. Self-growth is tender; it's holy ground. There's no greater investment." –Stephen Covey