



# Annual Report 2023

**Respond  
Recognize  
Reignite**

# About Us

Brook Lane is western Maryland’s largest, non-profit mental health system. The main campus in Hagerstown, MD is home to the second largest freestanding psychiatric hospital in Maryland, serving children, adolescents, and adults. Brook Lane provides partial hospitalization services for both adults and children and operates Title 1 special education schools in Washington County and Frederick County. Brook Lane’s three outpatient locations in Hagerstown, Frederick and Cumberland offer psychiatry services and therapy for various ages. Our THRIVE program provides children with special needs psychiatric care, as well as physical, occupational and speech therapy services. The Brook Lane InSTEP program provides outpatient and intensive outpatient treatment options for individuals with substance use treatment needs.



*“I would like to thank everyone from the bottom of my heart for looking after one of my most precious gifts in life. Your team cared for my granddaughter as if she was at home...your services have been greatly appreciated. I’m taking my granddaughter home to a new chance at life! Thank you all so much for what you do to save so many lives!”*

*Grandparent of a Brook Lane Patient*

# Our Mission and Vision

To help individuals improve their emotional and behavioral well-being through education and treatment.



A healthier community strengthened by comprehensive behavioral health services.

- Integrity** - Serving others in an ethical, honest and sincere manner
- Compassion** - Demonstrating concern for others
- Service** - Responding to the needs of others ahead of our own
- Stewardship** - Using our resources responsibly
- Excellence** - Committing to high standards of quality and performance
- Respect** - Treating everyone with dignity and worth

# Our Guiding Principles



# Message from the CEO and Board Chair

It is with great pride that we highlight a number of important accomplishments from across the organization that took place in FY23. When looking back over the past fiscal year, a number of themes emerged which underscore the valuable work we do. It was clearly a time of responding to the needs of our region, receiving recognition for the important work we do and reigniting our passion to raise awareness and funds to support comprehensive behavioral health care services.

One of our first responses of the year was to relocate our Frederick outpatient clinic into an office suite adjacent to the Laurel Hall School in Frederick. This allowed us to centralize all of our Frederick County programs and services, making it easier and more convenient for our clients and students in that area.

We identified a funding opportunity that would allow us to address the lack of appropriate child and adolescent mental health services in the western panhandle of Maryland. Grant funding from the Rural Maryland Council supported the expansion of Brook Lane’s outpatient presence in Western Maryland by opening a satellite office in Cumberland. This location opened in September 2023, serving children and adults with the provision of evaluations, individual and family counseling, psychiatry care and coordination with other partners to ensure a strong continuity of care.

We responded to an immediate need in the state of Maryland to support adolescents experiencing extended and repetitive stays in hospitals for psychiatric care. A grant from the Senator George C. Edwards fund has allowed us to renovate an administrative wing of the hospital, creating a Child and Adolescent Residential Unit. This 7-bed unit is set to open in mid-January 2024.

Brook Lane continued to respond to the community’s request for quality mental health resources and education. We held Continuing Education Seminars, attended by 580 clinicians in the past fiscal year. Working with several local organizations, we hosted the 33rd Annual Child Welfare Workshop at the Maryland Theatre, attended by 285 clinicians and stakeholders. Brook Lane also provided free quarterly Mental Health First Aid trainings that are open to the public. These trainings are held on our main campus and taught by certified trainers (who also happen to be Brook Lane staff!)

We were pleased to announce in March of 2023 that Brook Lane won the Non-Profit of Year Award from the Washington County Chamber of Commerce. This award recognizes and honors a 501(c)3 organization with a board of directors that provides exemplary services and/or programs within Washington County.



April 29, at Cortland Mansion, kicking off Mental Health Awareness Month in May. Funds raised exceeded \$58,000. You will hear more from the Foundation Board in the coming months, as they set their sights on a community that receives exceptional medical care for mental health while experiencing a sense of connection, understanding and support.



In May, our very own Chief Medical Officer, Dr. Michael Hann, received a Physician of the Year recognition from The Daily Record’s Health Care Heroes Awards. This Award honors individuals who have made an impact on the quality of health care within the state of Maryland.



We are excited to celebrate Brook Lane’s 75th Anniversary in 2024! Diamond anniversary events and special features will be occurring throughout the year. We hope you will join us – details will be posted on our website. On behalf of the Brook Lane Board of Directors, Foundation Board and staff, we thank you for your invaluable support as we continue to provide hope, healing and recovery to our neighbors, families and friends in this region.

This year we also reignited the Brook Lane Foundation. Board members were selected, officers appointed and their important work has begun. The Foundation hosted the 2nd Annual Bridge to Hope Affair on



**Jeffery D. O’Neal**  
MBA, LCPC, FACHE  
Chief Executive Officer



**Larry Bayer**  
Chair  
Board of Directors



# Our Team

Leaders at Brook Lane ensure that the organization upholds its guiding principles and faith-based heritage as they serve the community with compassion, dignity and the highest standards of care.

## Senior Leadership



**Jeffery D. O'Neal,**  
MBA, LCPC, FACHE  
Chief Executive Officer



**Michael Reyka, PhD,**  
Chief Operating Officer



**Michael Hann, MD,**  
Chief Medical Officer



**Robert Kertis,**  
Chief Financial Officer



**Karen Forsyth, RN,**  
Chief Nursing Officer



**Nicole Twigg, SPHR,**  
Chief Human Resources  
Officer



**Yuki Uchino, Interim**  
Chief Information Officer

# Board of Directors



Pictured left to right: Dr. Joshua Miller, Lauren Huguenin, Vice Chair, Lisa Smith, Eric Barger, Kelly Weaver, Dr. Jacob Ashby, Joyce Burkholder, Christopher Stockslager, Melissa Hargreaves, Larry Bayer, Chair, Tod Salisbury, Heather Hinkle Not pictured: Rev. Twyla Rowe and Dr. Brenda Thiam

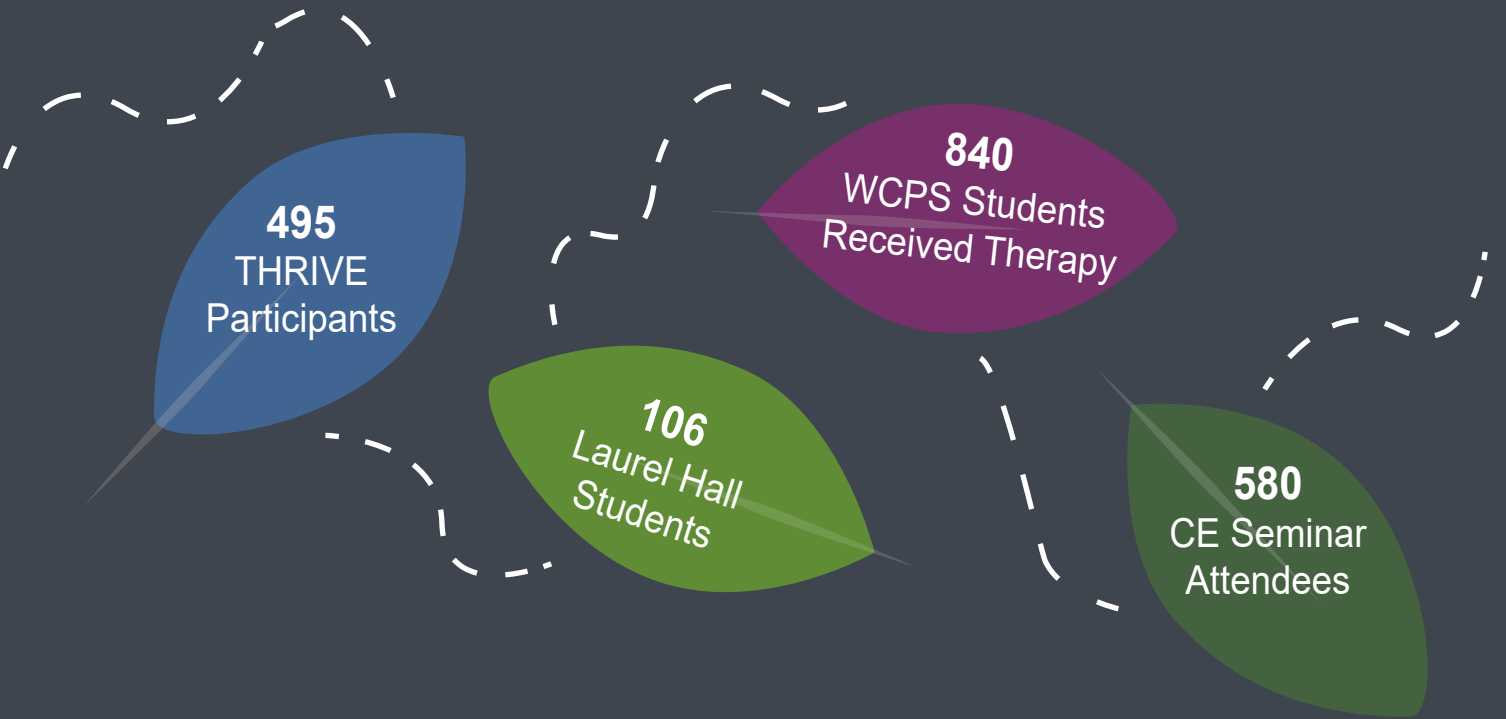
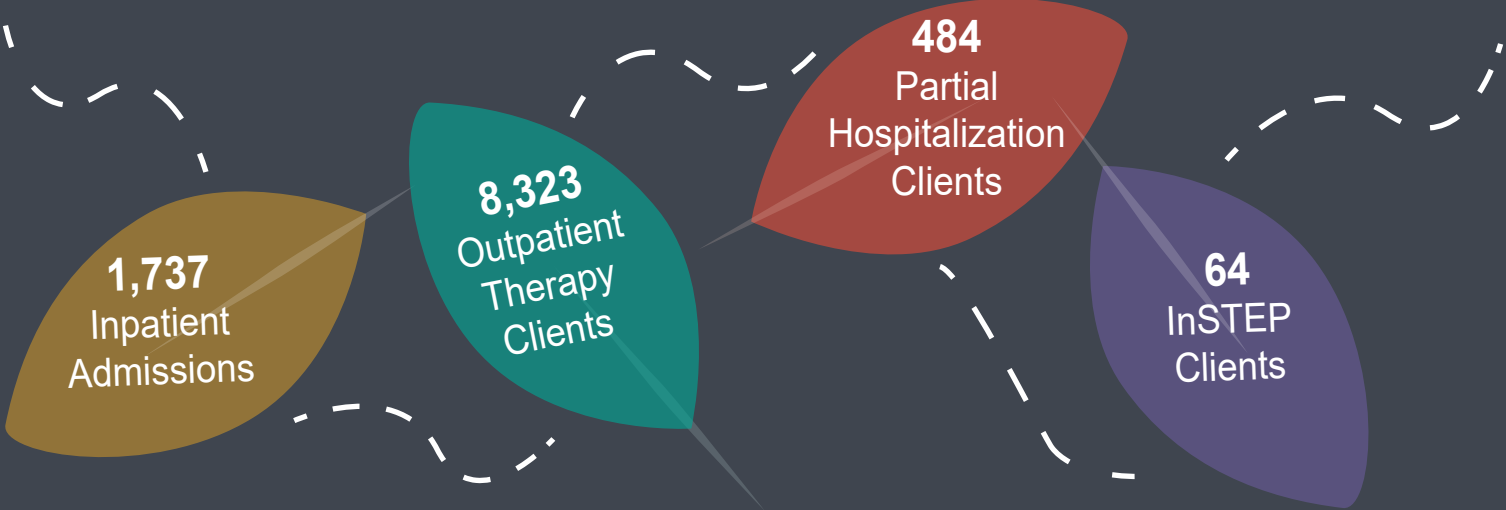
## Leadership Team



Pictured left to right: Sharon Gladfelter, Director of Health Information Services, Karley Hensley, PhD, LCPC Director of Outpatient Services, Julie Herman, Director of Marketing, Chris Boryan, Director of Development, Yolanda Smith, Patient Advocate, Nikky Nobles, RN, Nurse Manager, Beverly Reider, Director of Revenue Cycle, Shavawn Fowlkes, LBSW, Care Manager, Cory Shives, LCPC, Director of Therapeutic Services, Levi Bucher, CPA, Controller, Brian O'Keefe, CMPE, Director of Physician Practice, Jason Allen, RN, Chief Nursing Informatics Officer, Dawn Lewis, Director of Nutritional Services, Taffy Clark, RN, Director of Quality Not pictured: Rachel Hull, Director of Education Services, Jeremie Robinson, Director of Facilities Management, Rev. Ron Shank, Director of Pastoral Care, Chuck Stanford, Safety & Security Manager

# Community Impact

The following statistics represent Brook Lane’s admissions, enrollment and participation in our major services and programs from July 1, 2022 through June 30, 2023.



# Financial Highlights

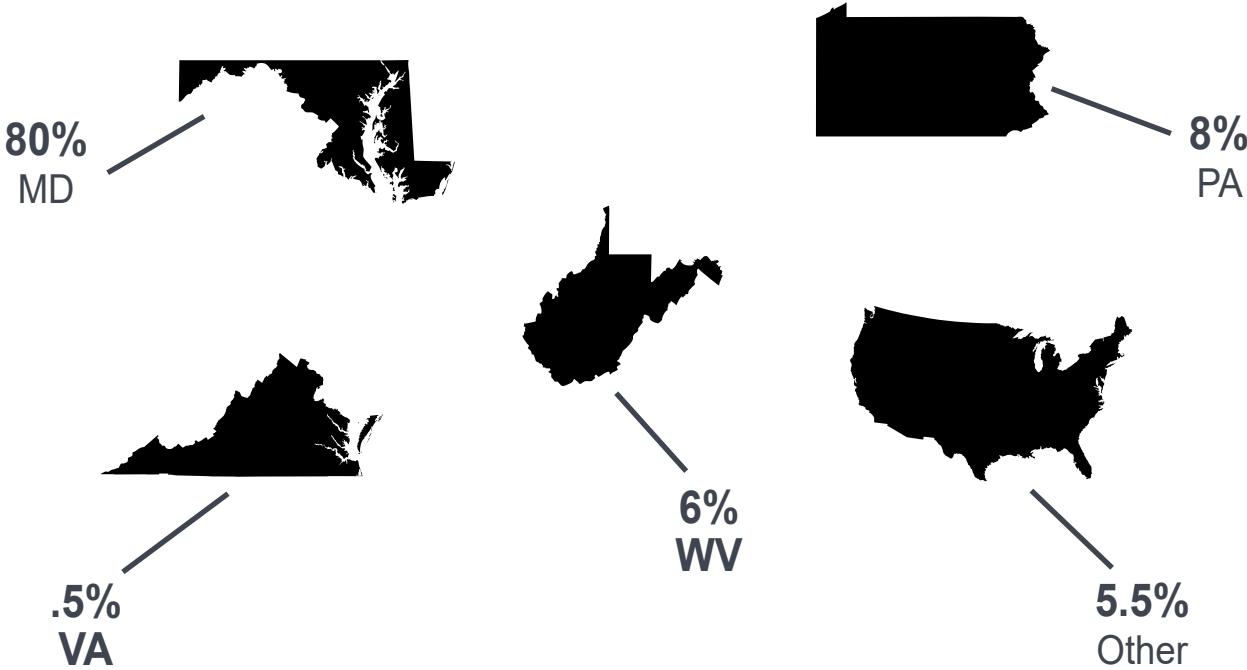
REVENUES	
Patient Services	\$35,049,988
Educational Services	\$6,487,453
Other	\$645,472
TOTAL:	\$42,182,913

CHARITY CARE	
Charity Care	\$407,905
TOTAL:	\$407,905

EXPENSES	
Salaries & Wages	\$24,706,135
Employee Benefits	\$5,385,817
Supplies	\$1,774,587
Contractual Services	\$3,824,335
Facility Expense	\$2,200,021
Depreciation & Amortization	\$1,263,376
Interest	\$270,469
General & Administrative	\$1,132,616
TOTAL:	\$40,557,356

Source: Audited Consolidated Financial Statements  
Brook Lane Inc., June 30, 2023

# Patients by State





# FY23 Supporters

We are deeply grateful to the following individuals and organizations who supported Brook Lane between July 1, 2022 and June 30, 2023. Every effort has been made to ensure the accuracy of our records. To update your information, contact Chris Boryan, Director of Development at [chris.boryan@brooklane.org](mailto:chris.boryan@brooklane.org) or 301-733-0331 x1721.

## INDIVIDUALS

Ms. Mary Abeln  
Ms. Heather Andrews  
Anonymous  
Ms. Rena Arnold  
Ms. Tracy Bader  
Mr. David Baker  
Ms. Jan Bargaen  
Mr. Eric Barger  
Commissioner John Barr  
Mr. & Mrs. Larry Bayer  
Mrs. Victoria Beachley  
Mr. & Mrs. Timothy Beachy  
Ms. Jessica Bennett  
Ms. Katelyn Biehl  
Ms. Kathy Bless  
Mr. & Mrs. Lester Boleyn  
Hon. Kennedy Boone III  
Mr. and Mrs. Chris Boryan  
Ms. Carol Bredesen  
Dr. & Mrs. J. Emmet Burke  
Mrs. Joyce Burkholder  
Dr. Stewart Callis  
Mr. & Mrs. Arturo Castro  
Ms. Taffy Clark  
Mrs. Aubrey Clutter  
Mr. & Mrs. Ralph Conrad  
Mr. Stephen Cooper  
Ms. Kelly Cooper  
Ms. Elizabeth Correia  
Mr. & Mrs. Lloyd Cunningham  
Ms. Evelyn Dahlgreen  
Mr. Mark Derstine  
Mr. & Mrs. Raymond Dick  
Ms. Kimberly Durham  
Mrs. Lorraine Eby

Mrs. Molly Edwards  
Ms. Ranae Elekes  
Mr. & Mrs. Lawrence Fagan  
Mr. James Failor  
Dr. & Mrs. Jamal Fawaz  
Dr. Lynn Feldman  
Mrs. Teresa Fields  
Ms. Melissa Fountain  
Mrs. Kathryn Fowler  
Mrs. Donna Frentz  
Rev. Peter Fulghum  
Ms. Faye Ganoe  
Mrs. Christine Garner  
Ms. Abigail Garner  
Mr. & Mrs. Joseph Gerstner  
Mr. Michael Gipson  
Mrs. Sharon Gladfelter  
Dr. & Mrs. David Gonzalez  
Ms. Marjorie Green  
Ms. Jane Hahn  
Mr. & Mrs. Philip Hannan  
Dr. & Mrs. Michael Hann  
Mrs. Melissa Hargreaves  
Ms. Tamera Harrell  
Ms. Brenda Harris  
Mrs. Joceyln Hauer  
Mr. & Mrs. Edward Hayes  
Mr. & Mrs. Christopher Herman  
Ms. Heather Hinkle  
Mr. Greg Horning  
Ms. Teresa Huguenin  
Mrs. Lauren Huguenin  
Ms. Rachel Hull  
Mr. William Hunsberger  
Ms. Sarah Hunter  
Mr. Bruce Jarboe  
Mr. & Mrs. Carl Keener

Ms. Rella Keller  
Mr. Robert Kertis  
Mrs. Jacqueline King  
Mrs. Sharon Kuhns  
Mr. & Mrs. Randall Kurtz  
Dr. Willis Leavitt  
Ms. Glynnette Lentz  
Mrs. Laura Likely  
Mr. & Mrs. Daryl Long  
Ms. Toby Long  
Ms. Deborah Malberg  
Mr. and Mrs. Paul Marinelli  
Mr. & Mrs. James Marsden  
Ms. Janelle Martin  
Mr. Luke Martin  
Ms. Emma Martin  
Mr. & Mrs. Paul Mellott Jr.  
Mr. & Mrs. Ray Miller  
Ms. Jennifer Miller  
Mr. Curt Miller  
Ms. Heather Moatz  
Mr. & Mrs. Michael Morrell  
Mr. Robert Moser  
Ms. Rebecca Muritz  
Mr. Fred Myers  
Mr. and Mrs. E. Alexander Myers  
Mr. Fred Nastri  
Ms. Melissa Newkirk  
Mrs. Barbara Noel  
Ms. Marie Nowakowski  
Ms. Stephanie Ocker  
Drs. Michael & Merih O'Donoghue  
Mr. & Mrs. Jeffery O'Neal  
Ms. Regina Palmer  
Mr. & Mrs. James Pierne  
Ms. Kathleen Poole  
Mr. Chad Powell

Ms. Kendi Raeke  
Ms. Jodi Ramsey  
Dr. & Mrs. Michael Reyka  
Ms. Nichole Rodriguez  
Mr. and Mrs. William Rotz Jr.  
Rev. Twyla Rowe  
Mr. & Mrs. R. Lynn Rushing  
Ms. Neena Russell  
Mr. Kenneth Saad  
Mr. and Mrs. Tod Salisbury  
Mrs. Cheryl Schnebly  
Rev. & Mrs. Ron Shank  
Mr. Cory Shives  
Ms. Lisa Smith  
Mr. & Mrs. Neil Spangler  
Mrs. Deb Staley  
Mr. Christopher Stockslager  
Mr. Mark Stutzman  
Mr. Mike Tate  
Ms. Trang Thai  
Dr. & Mrs. Pierre Turchi  
Mr. & Mrs. Allen Twigg  
Mr. & Mrs. Wesley Urquhart  
Mrs. Michaelene Vandine  
Ms. Sandra VanReenen  
Dr. & Mrs. Matthew Wagner  
Dr. & Mrs. David Wampler  
Ms. Haiyan Wang  
Ms. Kelly Weaver  
Mr. & Mrs. Lukas Welty  
Mr. James Willard  
Atlas Williams  
Ms. Carla Wisner  
Mrs. Krista Woolcock  
Ms. Kathy Wright  
Mr. & Mrs. Michael Young  
Mr. & Mrs. William Zuercher



## ORGANIZATIONS

Abeles Flurie Wealth Management Group  
AC&T  
All-Shred, Inc.  
AutoZone  
Beaver Creek Country Club  
Bella Salon & Spa  
Bistro 11  
Brethren Mutual Insurance Company  
Bushey Feight Morin Architects Inc.  
Centric Business Systems  
CNB Bank  
Colonial Jewelers  
The Community Foundation of Washington County Maryland  
Costco  
Cue Candle  
David Lyles Developers  
Dog Gone Groomin  
Dunkin' Donuts  
Everence  
Ewing Oil Company  
Four Points Group at Morgan Stanley  
Frank B. Leidig Charitable Remainder Trust  
The Fredericktowne Group at Morgan Stanley  
Geppert, McMullen, Paye and Getty  
Grease Monkey  
Hagerstown Ford and Hancock Chevrolet  
Hagerstown Health: Chiropractic & Physical Therapy  
Hampton Inns - Hagerstown, MD  
Hank's Lavender Farm  
Harambee54  
HealthFirst Pharmacy  
Hearty Pet  
The Hershey Group  
The Holzapfel Group at Morgan Stanley  
Hub City Sprinklers, Inc.  
Jone L. Bowman Family Foundation, Inc.  
Kalon Hair Studio

The Kershner Sisters Foundation  
Kodiak Properties, LLC  
Maryland Governor's Office for Children  
Maryland Department of Health  
The Maryland Theatre  
Meritus Health  
Middle Creek Realty  
Middletown Valley Bank  
Modern Woodmen of America  
Morrell Advanced Practice  
Mt. Tabor Builders  
New Paths Group  
Nora Roberts Foundation  
Reflec Crete  
Relias  
Richard N. Funkhouser Foundation  
Rural Maryland Council  
The Senator George C. Edwards Fund  
SEK CPAs & Advisors  
Sixth Avenue Custom  
Spicher's Appliances  
Stone House Urban Winery  
Sunrise Rotary Foundation  
Target  
Thomas, Bennett & Hunter, Inc.  
Tri State Printing  
Triad Engineering, Inc.  
United Enterprises Construction, LLC  
United States Department of Agriculture  
United Way of Washington County, MD  
Valley Mall  
Wade Architecture  
Warehouse Cinemas  
Washington County Arts Council  
Wealth Enhancement Group  
Wegmans  
Western Maryland Center Employees AFSCME Local  
WLR Automotive Group, Inc  
Wright-Gardner Insurance Inc.  
YMCA Hagerstown  
Younger Motor Cars, Inc.  
Zion Reformed United Church of Christ

# Donor Spotlight: The Jone L. Bowman Family Foundation

The Jone L. Bowman Family Foundation is well-known in this region for providing grants to benefit local communities, primarily in Washington County, Maryland. When deciding on which grant requests to fund, The Foundation focuses less on supporting day-to-day operations but instead often chooses capital projects and special programs. These types of initiatives have a lasting impact on the surrounding communities, benefiting people for years to come.

Since 1959, D.M. Bowman, Inc. has grown from a single truck driven by Don Bowman to a company that is now the eighth largest employer in Washington County. Currently, there are more than 900 employees working across the company's six divisions: D.M. Bowman, Inc. (the trucking division), Bowman Trailer Leasing, Bowman Logis-

tics, Bowman Truck Leasing, Bowman Development (real estate), and Bowman Hospitality (hotels and restaurants). Success within these divisions, attributed largely to its dedicated employees, allowed for the creation of an official Family Foundation in 2007. It is the ongoing hard work of those employees that ensures The Foundation can continue to provide significant funding to worthy organizations.

When The Jone L. Bowman Family Foundation started in 2007, its modest donations totaled \$4,000. Since then, contributions to the community have increased considerably. In 2023, that annual amount had increased to more than \$850,000.

The Jone L. Bowman Family Foundation recognizes that there are few organiza-

tions in our community who can help those struggling with their mental well-being. Without Brook Lane, those experiencing a major mental health crisis would have to leave Washington County to seek help, which is unfortunate, as those in crisis need more immediate assistance.

The Jone L. Bowman Family Foundation believes that Brook Lane's support of children is critical to the overall health of our community. Brook Lane offers unique services in this area, especially to children and adolescents who are the most vulnerable. If mental health issues can be addressed early, then a child has a chance to live a purposeful, fulfilling life.

The most important contribution the Jone L. Bowman Family Foundation has made to Brook Lane was a five-year funding plan totaling \$100,000. This was its first contribution at a six-figure level. Jone Bowman initiated the contribution, as her father had received inpatient care for a time during his adult life. Jone felt it was important to support the organization who had provided care for her father. When Jone passed away in 2014, the family continued to honor her wishes by fulfilling the pledge.

The Jone L. Bowman Family Foundation is an active supporter of a number of orga-

nizations in addition to Brook Lane. It is a strong proponent of education, having made large commitments to both the new Meritus School of Osteopathic Medicine and Hagerstown Community College for their Workforce Training Center. The Foundation has committed significant funding to the Boys and Girls Club of Washington County to help build their new clubhouse. The Foundation also regularly supports fire and rescue companies in Washington County to help ensure public safety for all.

We thank The Jone L. Bowman Family Foundation for its ongoing support of Brook Lane and for the incredible impact it has made both on our organization and the surrounding community.



*“If mental health issues can be addressed early, then a child has a chance to live a purposeful, fulfilling life.”*

**Linda Bowman Ebersole, Jone L. Bowman Family Foundation Board Member**



# Patient Spotlight: Gemma’s Story

Gemma battled severe depression for the majority of her life, leading to recurring suicide attempts while living in Mississippi. With a family history of mental health challenges, compounded by a tumultuous marriage, she sought counseling there. However, it wasn’t until she relocated to Maryland and found Brook Lane that Gemma experienced true transformation.

The holistic approach at Brook Lane, including specialized teaching classes and spiritual activities, provided Gemma with a safe haven for healing. Under the compassionate care of a trusted psychiatrist and the empathetic staff, she discovered a structured environment that fostered growth and equipped her with essential coping skills.

Brook Lane’s nurturing approach to treatment facilitated Gemma’s long-awaited journey to independence, freeing her from the constraints of the past. Despite initial challenges in transitioning to a new envi-

ronment, the supportive and understanding community at Brook Lane provided her with a sense of comfort and security, enabling profound personal growth and resilience.

The genuine care and respect shown to her as an individual, coupled with staff’s professional credentials, were instrumental in the process of her self-discovery and healing. The engaging activities and group sessions created an atmosphere of warmth and understanding that helped her confront past trauma and move forward.

Gemma credits Brook Lane with setting her on a path to productivity and happiness.



*“Brook Lane gave me a lift when I was so, so down.”*  
**Gemma, Brook Lane Patient**

# Contact Us



**MAIN CAMPUS**  
13121 BROOK LANE  
HAGERSTOWN, MD 21742



**NORTH VILLAGE OUTPATIENT**  
18714 NORTH VILLAGE  
HAGERSTOWN, MD 21742



**FREDERICK OUTPATIENT**  
4540-B MACK AVE  
FREDERICK, MD 21703



**LAUREL HALL SCHOOL  
IN FREDERICK**  
4540-A MACK AVE  
FREDERICK, MD 21703



**CUMBERLAND OUTPATIENT**  
1050 W INDUSTRIAL BLVD, SUITE 18  
CUMBERLAND, MD 21502



**BROOK  
LANE**  
*Hope • Healing • Recovery*

Phone  
**301-733-0330**

Web  
**brooklane.org**

Socials  
   





# BROOK LANE

*Hope • Healing • Recovery*

13121 Brook Lane  
Hagerstown, MD 21742

301-733-0330  
[www.brooklane.org](http://www.brooklane.org)

RETURN SERVICE  
REQUESTED

NON-PROFIT ORG  
U.S. POSTAGE  
**PAID**  
HAGERSTOWN, MD  
21740  
PERMIT NO. 548

## 2024 Marks 75 Years!

*We're excited to celebrate 75  
years of service in 2024.*

*Special diamond  
anniversary events and  
features will be  
occurring throughout  
the year and we invite  
you to join the  
celebration!*

Visit [www.brooklane.org](http://www.brooklane.org) for details.

