



*The Baltimore Therapy Center, LLC*  
103 Old Court Rd. Suite A  
Baltimore, MD 21208  
443-598-BTC1 (2821)

---

## **Montgomery County Abuse Intervention Program**

### **Contact Persons and Telephone Numbers**

You can call the following numbers if you have questions or problems. If no one answers, please leave a voice message (speak clearly and leave a number if you wish to be called back).

**MAIN ABUSE INTERVENTION PROGRAM NUMBER: 240-777-4856**

Call **LUCY RAMOS, INTAKE MANAGER (240-777-4858)** for information related to:

- Starting the program
- Scheduling an intake
- Directions to the building

Call **JOYCE CHAPMAN, ADMINISTRATIVE ASSISTANT (240-777-4592)** for information related to:

- Your start date for phase 1 or phase 2

Call **P. WILSON, SUPERVISORY THERAPIST (240-777-4854)** for information related to:

- Your requirement to attend APP
- A letter you have received
- Show cause hearings

Call **RAFFI BILEK, PROGRAM DIRECTOR (240-777-4857)** for information related to:

- Absences
- Fee reductions
- Getting a letter of attendance/completion
- Complaints
- Any other questions

Raffi Bilek can also be reached more quickly by e-mail at [raffi.bilek@montgomerycountymd.gov](mailto:raffi.bilek@montgomerycountymd.gov) or by text at 240-906-0121.

*Please note that e-mail and text messaging are subject to the privacy policies detailed in the attached Client HIPAA Acknowledgement and Designation Disclosure Form.*

If you have a crisis after office hours or over the weekend/holiday please call the  
**COUNTY CRISIS LINE: (240) 777-4000**



*The Baltimore Therapy Center, LLC  
103 Old Court Rd. Suite A  
Baltimore, MD 21208  
443-598-BTC1 (2821)*

---

## **NEW BEGINNINGS ABUSE INTERVENTION PROGRAM GRIEVANCE POLICY**

The Abuse Intervention Program is operated by The Baltimore Therapy Center, LLC (BTC). under contract with Montgomery County Abused Persons Program (APP). As a contractor, BTC uses the program developed by APP and abides by those guidelines. BTC staff want to be responsive to legitimate concerns you may have about the way you are being served or treatment you receive that could hinder your successful completion of the program. The purpose of this document is to provide you with the accepted procedure for registering your concerns or complaints.

The overriding policy upon which this Program is based is explained in the Program Participants Contract that each client signs as a part of the initial intake interview. (Please see attached contract). By signing this document, participants agree to the outlined Program conditions. Failure or refusal to sign terminates the participant's eligibility for the Program. Questions regarding Program conditions outlined in the Program Participants Contract will be welcomed; however, any disagreement with said conditions shall not be the basis for grievance against APP or BTC.

Matters dealing with the standard fee rate, scheduling for intakes, or correspondence with the Courts, Division of Parole and Probation, or State's Attorney's Office are the shared responsibility of APP and BTC. Related concerns should be addressed to the Program Manager, Raffi Bilek at (240) 906-0121 or County Supervisory Therapist, P. Wilson at (240) 777-4854.

If you believe you have further grounds for complaint against any party or service you are receiving from APP or BTC, please use the recommended procedure as follows:

- 1) Voice your concern to your group leader(s), preferably the senior leader.
- 2) If you do not feel comfortable discussing your problem with group leaders, or you believe your problem was not resolved in this way, contact the Program Manager, Raffi Bilek, at (240) 906-0121 or raffi.bilek@montgomerycountymd.gov.
- 3) If contacting the Program Manager is not an option or if you have concerns about the Program Manager himself, you may contact the County Supervisory Therapist, P. Wilson at (240) 777-4854.
- 4) Ultimately, if you are still unhappy with the resolution of your problem, please forward the **written complaint** to Nadja Cabello, Abused Persons Program, 1301 Piccard Drive, Suite 1400, Rockville, MD 20850.

You can expect phone calls to be returned within one week. Response to written complaints may take up to one month.



*The Baltimore Therapy Center, LLC*  
103 Old Court Rd. Suite A  
Baltimore, MD 21208  
443-598-BTC1 (2821)

---

**ABUSED PERSONS PROGRAM  
ABUSE INTERVENTION PROGRAM – NEW BEGINNINGS**

**STANDARD PROGRAM PARTICIPANT’S CONTRACT**

The New Beginnings partner abuse counseling program is for individuals who want to not be abusive to their intimate partners and want to end all domestic violence in their relationships. The program offers an opportunity to share with others who have similar problems and learn how to recognize and avoid abusive behavior, how to communicate better, and how to build equal and satisfying relationships. Participants have chosen to attend the New Beginnings partner abuse counseling program voluntarily or to fulfill counseling requirements set by an agency such as the District or Circuit Court, Parole and Probation, MC Dept. of Corrections, or the State’s Attorney’s Office.

Program conditions:

- I. The participant’s partner/the complainant will be notified of the participant’s referral to the Abuse Intervention Program, counseling attendance and completion of program requirements. Also, s/he will be informed if the participant fails to attend counseling or does not complete the program requirements. The information about you provided to the partner will be strictly limited to these specific areas (for example, s/he cannot be told what you say in counseling). Participants are expected to sign a consent for release of information to this effect. The partner will be contacted by program staff in order to present her/his account of violence in the relationship and to be informed of APP services available.
- II. If a client is referred by a court or court-related agency, the referring agency will be notified in writing of the participant’s compliance or noncompliance with the program and the reason for that determination.
- III. Participants are expected to acknowledge that abuse is inappropriate and criminal behavior and to be committed to learning non-violent strategies for solving problems between people. Participants who are unwilling to make such a commitment will be dismissed from the program. New incidents of abuse will be treated seriously by the Program, requiring additional counseling. The criminal justice system also has in place penalties for such re-abuse.
- IV. Fees: Fees for individual or group counseling are according to the Montgomery County Health and Human Services APP fee schedule and are based on cost of the service and a client’s ability to pay. Clients who fail to pay fees on schedule or who do not accurately report family income may be dismissed from the program. Failure to pay fees (except in emergencies) will be considered non-compliance with the program. Fees are not charged for missed sessions.
- V. Timeliness: Participants are expected to be on time for all sessions. Participants who arrive later than ten minutes after a session begins will be considered absent.
- VI. Confidentiality: All counseling is confidential. While we encourage participants to practice communication exercises, the names and situations of other group members must not be shared with anyone outside the group. The leaders will break confidentiality only in cases of imminent harm to self or others, or in the case where abuse of a minor or vulnerable adult is reasonably suspected.



*The Baltimore Therapy Center, LLC*  
103 Old Court Rd. Suite A  
Baltimore, MD 21208  
443-598-BTC1 (2821)

---

VII. Cooperation/Disruptions: The leaders have responsibility to remove from the group anyone they believe is not benefiting from group participation or who is interfering with the group's progress. Such removal will be addressed with each participant and may lead to dismissal from the group. All electronic devices must be turned off when entering group.

VIII. Session Attendance: If you are in individual counseling, the counselor will make an attendance plan with you. Group counseling participants will have an orientation session before beginning classes. You will be assigned to a Phase I Group which meets the same night each week for 6 weeks. After completing Phase I, you will be assigned to a Phase II group. Your attendance in Phase II will be a minimum of 16 weeks. Each meeting is 1 and 1/2 hours long. Participants may be excused for up to 6 absences at the discretion of the program director. However, all clients must attend 6 sessions in Phase I before moving to Phase II and 16 sessions in Phase II in order to be compliant with the program.

It is your responsibility to notify the program if you cannot attend groups for some reason. If you do not attend for 3 consecutive weeks and we do not hear from you, you will be dismissed from the program.

No one under the influence of alcohol or drugs will be admitted to a counseling session.

IX. The intake counselor has the responsibility to determine if any additional services (e.g., substance abuse, psychiatric medication, etc.) or evaluation is necessary in addition to the Abuse Intervention Program. Failure to comply with the counselor's recommendations will result in dismissal from the program.

#### **Additional Rules for Online Groups**

1. You must be online, on time, and awake for the entire group time, with your video on and face visible.
2. Do not engage in other activities during group time (e.g.: texting, social media, e-mail, games, etc.)
3. You must be in a private area, without other people present if at all possible. If you cannot be alone, we ask that you use earphones in order to protect the confidentiality of others.
4. You must be sitting down during group, not walking or lying down.
5. Do not have children or pets in the room with you.
6. Do not eat during group. You may drink non-alcoholic drinks.
7. You must be dressed as if you were attending group in person.
8. No audio or video recording of any of the online sessions by any party is permitted.
9. You must be physically located in Maryland while participating in group (even if you are participating virtually).