



Montgomery County Emergency Service, Inc.

2021-2022 Annual Report

Network Center for the National Suicide & Crisis Lifeline

Emergency Behavioral Health Center and Hospital

A Nationally Recognized Model for the Provision of Crisis Intervention Services



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MCES Board of Directors 2022

Logan Brown
External Affairs Associate

Faith Parshall
Laboratory Executive (Retired)

Caroline Ellison, PhD, Board Vice-President
Field Researcher/Advocate

Barbara Rawls, Board Treasurer
Financial Consultant

Randall Floyd
Chief of Police

Clifford Rogers, EdD, Board Secretary
School Superintendent (Retired)

W. Douglas Hager
Insurance Agent/Owner (Retired)

Mary Turner, RN
Hospice Nurse

Michael Kennedy, Board President
Mortgage Broker

Consultants

Harold Borek, Esquire, Board Solicitor
Tom Gailey, Gailey-Murray Communications

Administrative Staff

William Myers, MBA, CEO
Adrienne Lamb, MD, Medical Director (hired and scheduled to begin August 15, 2022)
Jordan Santana, DO, Interim Medical Director (beginning May 6, 2022)
Byanka Meacham, MS HR, SPHR, COO
Debbie Shanley, Director of Administrative Support Services/Compliance Officer
Tony Salvatore, MA, Director of Development

Licensures/Accreditations

Accredited by the Joint Commission for Hospital and Behavioral Health
Basic Life Support Ambulance License from the Pennsylvania Department of Health
Crisis Intervention License from the Department of Human Services
Crisis Residential License from the Department of Human Services
Inpatient License from the Department of Human Services
Psychiatric Hospital License from the Pennsylvania Department of Drug & Alcohol Programs

Mission Statement

MCES provides round-the-clock intensive and comprehensive behavioral health services to all in need in our community while advocating for their rights, individual dignity, and recovery.

Vision Statement

The staff, Board and volunteers of MCES pledge to promote mental health in our community and to provide excellent intervention in a safe and compassionate environment through innovation, teamwork, and a commitment to assist our clients in their recovery.



Philosophy of Care

In accordance with our mission/vision and values, Montgomery County Emergency Service, Inc. welcomes all individuals with or without co-occurring disorders. MCES provides integrated screening and treatment services for mental health disorders, drug and/or alcohol problems and co-occurring disorders.

All individuals seeking services at MCES are welcomed and treated in a respectful, professional manner regardless of presenting needs, symptoms or illness. We assist all individuals in getting the services they need and for which they are eligible and educate them on the Mental Health, Drug and Alcohol and Medical treatment systems. MCES is dedicated to providing an environment of hope and life-enhancing recovery options specific to each individual.

Organizational Purpose

Providing crisis intervention, treatment and educational services related to (i) life-threatening psychiatric emergencies and serious behavioral health problems and (ii) diverting persons with serious mental illness and other vulnerable individuals from inappropriate criminal justice involvement because of their disability is our organizational purpose.

Financial Information

MCES is independently audited on an annual basis by an external certified public accounting firm. The 990 is available upon request.

For fiscal year ending 6/30/21: *

Total Revenue: \$17,426,045

Total Expenses: \$15,649,861

Increase (decrease) in Net Assets: (\$1,776,184)

Charity Care: \$891,846

***FYE 2022 Numbers will be updated when final audited numbers are available.**

Statistics for Fiscal Year 6/30/22:

24 Hour Hotline & Emergency Outpatient Crisis Program Serviced = 3,741 clients*
* admissions, evaluations only, contacts only and Carol's Place admissions.

Average Number of Inpatients Per Day = 34

Total Admissions = 712

Total Discharges = 732

Average Length of Stay = 16.2

Total Admissions to Carol's Place Crisis Residential Program = 273

Crisis Intervention Specialist (CIS) Program



Since 1976, MCES has trained local police officers and other criminal justice personnel serving Montgomery County in mental health crisis intervention. A three-day program familiarizes participants with the signs and symptoms of serious mental illness, techniques to safely provide assistance, available resources and the basics of state mental health law.

Development and Community Relations

The Development Department is responsible for seeking grants from foundations and other sources and fundraising from individual donors. Its activities include an annual appeal to MCES stakeholders, which includes current and former Board Members and other friends of MCES. Staff assist Administration and the Board in planning, managing MCES social media postings and web-site, as well as developing information resources and releases on MCES services, to representing MCES in community groups.

Contributors

MCES greatly appreciates the generosity of everyone who responded to our 2021/2022 Annual Appeal, and to the municipalities that made contributions to support our crisis response services. A special thanks to all the listed MCES staff who contribute to the Patient Fund through a bi-weekly deduction from their paychecks.

We again want to thank all of the individuals, organizations, foundations, and government agencies at every level that continued to support us with funding, supplies, in-kind contributions, and other support to enable us to continue to effectively serve our patients and clients during the ongoing COVID pandemic. We also want to thank our staff for their efforts during the past year.

Thank you to all of these donors, friends, local businesses and vendors who have contributed through United Way Donor Choice pledges, the GoodSearch.com search engine, AmazonSmile and donations to our Patient Fund.

Individual Contributors

Sharon Beiber	Aidan Mojica	Tony Salvatore
Harold Borek, Esq.	Robert Moser	David Santos
Paul DeMarco, RN	William Myers	Hudson Scattergood
Ruth Deming	Rocio Nell, MD	Deborah Shanley
Caroline Ellison, PhD	Iris Paltin, MD	Michael Solomon
Tom Gailey	Yochi Paltin	Anne Solow
Virginia Graves, RN	Faith Parshall	Cindy Syfert
W. Douglas Hager	Barbara Rawls	Mary Turner, RN
Nicole Hobson, CRNP	James Reid	Jasmine Veney
Michael Kennedy	Susan & Cliff Rogers EdD	Colleen Zellers
Byanka Meacham	Jarema Rudakevich	

Business/Corporate Contributors

Acme	Lifetree Pharmacy	Redner's Markets
Amadeo's	Linton's	Univest Financial
Applebee's	Plaza Flowers	Wawa
Kiwi Yogurt	Reading Phillies	Wegmans

County and Municipality Contributors

Collegeville Borough	PA Department of Community & Economic Development
Horsham Township	PA Department of Human Services
Lower Gwynedd Township	Plymouth Township
Lower Merion Township	Upper Dublin Township
Lower Salford Township	Upper Gwynedd Township
Montgomery County Office of Behavioral Health	

Foundation Contributors

Clayman Family Foundation
Mary D. MacFarland Foundation
Scholler Foundation

van Amerigen Foundation
Vincent Pappas Family Foundation
Wawa Foundation

Other Contributors

Allstate Giving
Amazon Smiles
Benevity Community Fund
Blackbaud Giving Fund
Click and Pledge
Charities Aid Foundation via Cyber Grant
Network for Good
UK Online Giving Foundation
United Way of Delaware
United Way of Greater Toledo
United Way of Southeast PA & Southern New Jersey
Your Cause

Donations

You can assist MCES and our patients by going to www.mces.org and then to “How you can help” and make an online contribution through Google Checkout. Other ways to help include:

- Shop at smile.amazon.com and choose Montgomery County MH/MR Emergency Service as the organization you want to support. A portion of your purchase will be donated to MCES.
- Designate Montgomery County Emergency Service for your United Way of SE PA contribution. Our donor choice number is 01801.
- Shop at Redner’s Markets, join the Save-a-Tape Program, and send us your cash register tapes.
- Order your floral pieces through Plaza Flowers, 417 Egypt Road (610-630-8825) and tell them you support MCES or use code “MCE” if ordering on-line.

Activities and Accomplishments (July 2021 through June 2022)

Community Education

- Developed brochures on the following topics:
 - “Information for Families about Emergency Psychiatric Care” to be provided to family members so they have a better understanding of the involuntary commitment process and inpatient care.
 - “Elder Suicide: What to Know.”
 - “Understanding Suicide Loss” for persons affected by suicide.
- Organized the Older Adult Suicide Prevention Committee as part of Montgomery County Suicide Prevention Task Force.
- Conducted Emergency Medical Services (EMS) Leadership Stress Management Trainings utilizing a grant from the Pennsylvania Department of Community and Economic Development with the support of Senator Katie Muth.
- Continued to serve as a practicum site for students from the Drexel University Physician Assistant Program.
- Allied Therapy Department continued to host Harcum College Occupational Therapy Assistant students for their practicum.
- Crisis Intervention Department participated in the Bridgeport Borough Mental Health Fair.
- Offered MCES Psychiatric Techs EMS training scholarships to become certified as Emergency Medical Technicians (EMTs).

Community and Client Support

- Carol’s Place, the MCES Crisis Residential Program (CRP), relocated to Acadia House on the grounds of Eagleville Hospital.
- Continuity of Care Department initiated participation in the Community Based Care Management (CBCM) Program addressing negative health outcomes linked to poor housing and related issues in persons with serious mental illness.
- Participated in state and county planning for the July 2022 rollout of 988 as the new National Suicide Prevention Lifeline number.
- Participated in Montgomery County Office of Mental Health’s Crisis Services Needs Assessment Advisory Committee.
- Allied Therapy Department initiated a Suicide Prevention Awareness Group to familiarize patients with techniques for coping with suicidal thoughts and behavior.
- Expanded Ongoing Abstinence Recovery Schedule (OARS) Program to include GIFTS (Gaining Insight for Total Sobriety) to reinforce sober living after discharge.
- Continued active participation in:
 - Montgomery County Consumer Support Program (CSP)
 - Interagency Council of Norristown (ICN)
 - MAX (Moving Agencies towards Excellence)
 - Montgomery County Critical Incident Stress Management (CISM) Team
 - Norristown Adult HUB
 - Montgomery County Suicide Prevention Task Force
 - Montgomery County Senior Death Review Team

- Completed the third year of the High Acuity Psychiatric Inpatient Care Project funded by the van Amerigen Foundation.

Crisis Intervention Specialist Training (CIS)

- Provided mental health crisis education to these municipal police departments:

Abington	Lower Providence	Upper Dublin
Bryn Athyn	Marlborough	Upper Gwynedd
Cheltenham	Montgomery	Upper Merion
East Norriton	Norristown	Upper Providence
Hatboro	Phoenixville	West Chester
Horsham	Plymouth	West
Lansdale	Radnor	Conshohocken
Limerick	Springfield	West Pottsgrove
Lower Gwynedd	Telford	Whitemarsh
Lower Merion	Towamencin	Whitpain

- Provided mental health crisis education to Montgomery County Health and Human Services/Office of Mental Health and Montgomery County Office of Public Safety.
- Provided mental health crisis education to Bucks and Montgomery County Sheriff's Departments.
- Provided mental health crisis education the Pennsylvania State Police and the Pennsylvania State Board of Parole.
- Provided mental health crisis education these special police departments:
 - AMTRAK
 - Bryn Mawr College
 - Pennsylvania State University
 - Southeastern Eastern Pennsylvania Transportation Authority (SEPTA)
 - Villanova University

Recognitions

- Tony Salvatore, Director of Development, received The Recovery and Resiliency Award presented by Montgomery County Mental Health Community.

Staff Additions

- Welcomed Roger McBride, RN, MSN, as Director of Nursing.