



Montgomery County Emergency Service, Inc.

2023-2024 Annual Report



Network Center for the National Suicide Lifeline



*Emergency Behavioral Health Center and Hospital
A Nationally Recognized Model for the Provision of Crisis Intervention Services*

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This year marks the 50th anniversary of MCES. Fifty years of providing service and support to improve behavioral health in our community. Our success is due to the dedication of our staff who come to work every day to provide compassion and support and encourage recovery. From the very beginning, we have collaborated and received the support of Montgomery County, and we would not be here today without the generosity of our organizational and individual donors as well as the guidance from our Board of Directors. Thank you to everyone that has supported us over the last 50 years. We look forward to a productive future as we continue to provide our crisis and behavioral health services for all those in need in our community.

William Myers, CEO

MCES Board of Directors 2023-2024

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)
(Deceased January 2024)

W. Douglas Hager, Board Secretary
Insurance Agent/Owner (Retired)

Mary Turner, RN
Hospice Nurse

Michael Kennedy, Board President
Mortgage Broker

Jon Wallner
Pharmacist (Retired)

Consultants

Harold Borek, Esquire, Board Solicitor (Retired 6/30/24)

Jodi Griffis, Esquire, Board Solicitor (Effective 7/1/24)

Tom Gailey, Gailey-Murray Communications

George Saitta, CPA

Administrative Staff

William Myers, MBA, CEO

Adrienne Lamb, MD, Medical Director

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. 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 6/30/23: *

Total Revenue: \$18,651,681

Total Expenses: \$18,219,987

Increase (decrease) in Net Assets: \$431,694

Charity Care: \$423,147

***FYE 2024 Numbers will be updated when final audited numbers are available.**

Statistics for Fiscal Year 6/30/24:

24 Hour Hotline & Emergency Outpatient Crisis Program = 3,604 clients*

* admissions, evaluations only, contacts only and Carol's Place admissions.

Average Number of Inpatients Per Day = 38.3

Total Admissions = 837

Total Discharges = 828

Average Length of Stay = 16.8 days

Total Admissions to Carol's Place Crisis Residential Program = 212

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 2023/2024 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. 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, donations to our Patient Fund and in any other manner.

Individual Contributors

Dana Banks	Megan Malizia, RN	Hudson Scattergood
Harold Borek, Esq.	Stephanie McLaughlin, RN	Deborah Shanley
Jennifer Bryant	Joseph McShea	Rahul Shukla
Caroline Ellison, PhD	Byanka Meacham	Michael Solomon
Tom Gailey	Matthew Minnick, RN	Anne Solow
Virginia Graves, RN	Aidan Mojica	Cindy Syfert
W. Douglas Hager	Robert Moser	Malik Thomason
Tyreik Harrison	William Myers	Stephanie Timmer, RN
Nicole Hobson, CRNP	Faith Parshall	Mary Turner, RN
Esther Hohenberger	Barbara Rawls	Jasmine Veney
Damian Johnson	James Reid	Mark Vetterlein
James Kanuck	Susan & Cliff Rogers EdD	Jon Wallner
Michael Kennedy	Tony Salvatore	Mary L. West
Nason Leon	David Santos	Colleen Zellers

Memorial Gifts

Faith Parshall in memory of Mary P. Salamone

Business/Corporate Contributors

Acme	Lifetree Pharmacy	Univest Financial
Alliance Data Systems	Plaza Flowers	Wegmans
Amadeo's	PNC Bank	
Applebee's	Redner's Markets	

County and Municipality Contributors

Collegeville Borough	Montgomery County Office of Senior Services
Horsham Township	Montgomery County Recovery Office
Lower Merion Township	PA Department of Human Services (988)
Lower Salford Township	PA Office of the State Fire Commissioner (EMS)
Montgomery County Department of Public Safety	Plymouth Township
Montgomery County Office of Behavioral Health	Upper Dublin Township
	Upper Gwynedd Township

Foundation Contributors

Clayman Family Foundation
Glenmede Trust
Mary D. MacFarland Foundation

Scholler Foundation
Sun East Foundation
Wawa Foundation

Other Contributors

Allstate Giving
America's Charities
Benevity Community Fund
Blackbaud Giving Fund
Click and Pledge
Charities Aid Foundation
 via Cyber Grant
Network for Good

PayPal Giving Fund
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:

- 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 register receipts.
- 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 2023 through June 2024)

Community Education

Education Programs/Trainings

- "*Primer On Older Adult Suicide*" at the Pennsylvania Association of Area Agencies on Aging Behavioral Health Conference
- "*Police Chief Suicide: A Long Neglected Problem*" at the Forensic Rights and Treatment Conference - Drexel University Behavioral Health Education

Presentations to Groups and Organizations

- "*Older Adult Suicide Prevention*" to Advisory Council of the Montgomery County Office of Senior Services
- "*Suicide Prevention*" to Senior Adult Activities Center (SAAC), Ambler, PA

- *"Suicide Prevention"* to Delaware and Montgomery County Ombudsman Program Staff, Center for Advocacy for the Rights and Interests of Elders (CARIE)
- *"Male Suicide in Late Life: A Past, Present, and Future Dilemma"* for MCES Community Education Program, Plymouth Meeting, PA
- *"Officer Wellness – A Conversation"* presented to public safety professionals and family members at Kulpsville Holiday Inn.
- *"Mental Illness and Suicide"* at a Mental Health Summit sponsored by Norristown Police Department and Chaplaincy Unit of T.R.U.S.T. in observation of National Faith & Blue Weekend

Presentations and Information Regarding MCES 988 Services Provided:

- Delaware County Suicide Prevention and Awareness Task Force Annual Conference
- Membership meeting of Montgomery County Community Support Program (CSP)
- Whitemarsh Township Community Day
- Owen J. Roberts Middle School
- Mental Health Fair at Delaware County Community College
- Interagency Council of Norristown
- Membership meeting of the Delaware County CSP
- Patient groups at the Montgomery County Recovery Center

Publications

- Tony Salvatore published:
 - *"Suicide Pacts: Deciding to Die Together"* in the FBI Law Enforcement Bulletin
 - *"Suicide in Older Men: A Community Health Emergency"* in EMS1
 - *"Substance Use Disorder Prevention, Treatment, Recovery, and Harm Reduction"* in the Behavioral Health News
- Michelle Monzo and Anna Trout (Montgomery County Office of Behavioral Health) published *"Mental Health and Wellness for Law Enforcement"* in the Montgomery County Fraternal Order of Police Newsletter, The Rap Sheet.

Campaigns

- Collaborated with Montgomery County Office of Senior Services to distribute *"Older Adult Suicide Prevention Guide"* to physicians' offices, long-term care facilities, and other organizations serving older adults
- Collaborated with Montgomery County Coroner's Office to distribute *"My Personal Suicide Prevention Guide"* and *"Older Adult Suicide Prevention Guide"* to family members bereaved by suicide loss.

Social Media

- Actively shared information on notable MCES programs, services, and staff accomplishments on Facebook, LinkedIn, and Twitter.

Community and Client Support

- The Allied Therapy Department expanded use of G.I.F.T.S.(Gaining Insight For Total Sobriety) cards offering positive statements for COD patients to turn when thoughts of drug use arise.
- The Crisis Intervention Department expanded 988 Crisis Counselor staff and created a 988 Call Center on the 2nd floor at MCES, and completed the second year of responding to 988 calls from Delaware County.
- Ongoing Abstinence Recovery Schedule (OARS) Program initiated graduation ceremony for patients completing program during admission.
- Refurbished, refurnished, and re-equipped the cafeteria, reception, and other areas of our facility.
- Cindy Syfert, a part-time member of the Montgomery County Commitment Office staff, provided hats she had crocheted to MCES patients during the holidays.
- Actively supported the Montgomery County CISM (Critical Incident Stress Management) Team and participated in the Emergency Responders Support Group.
- Volunteer support at the Montgomery County Hero Fund fundraiser.

Crisis Intervention Specialist Training (CIS)

- The Crisis Intervention Specialist (CIS) Program completed its forty-eighth year of providing mental health crisis intervention training to police officers, other criminal justice professionals, and emergency responders.
- Provided mental health crisis education to officers of these municipal police departments:
 - Abington
 - Ambler
 - Cheltenham
 - East Norriton
 - Hatfield
 - Jenkintown
 - Limerick
 - Lower Frederick
 - Lower Pottsgrove
 - Lower Providence
 - Lower Merion
 - Lower Moreland
 - Marlborough
 - Montgomery Township
 - New Britain
 - New Hanover
 - Norristown
 - North Wales
 - Plymouth Township
 - Pottstown
 - Royersford
 - Souderton
 - Springfield
 - Telford
 - Upper Dublin
 - Upper Merion
 - Upper Moreland
 - Upper Pottsgrove
 - Upper Providence
 - West Norriton
 - West Pottsgrove
 - Whitmarsh
 - Whitpain
- Provided mental health crisis education to staff of these agencies:
 - AMTRAK Police Department
 - Bryn Mawr College
 - Bucks County Sheriffs Department
 - Haverford College

- Lincoln Center for Family and Youth
- MCES Emergency Medical Service
- Montgomery County Adult Probation and Parole
- Montgomery County Sheriff's Department
- Pennsylvania Board of Probation and Parole
- Southeastern Pennsylvania Transportation Authority (SEPTA) Transit Police
- Temple University Municipal Police Academy
- Villanova University Department of Public Safety
- Provided mental health crisis education to police cadets at the Montgomery County Public Safety Campus.
- Offered "CIS for Corrections" Program to provide correctional officers with skills and techniques in mental health crisis intervention.
- Participated in Municipal Police Education and Training Commission (MPOETC) Train-the-Trainer Program.
- Provided Negotiator Training for Philadelphia Office of US Department of Homeland Security
- Provided Negotiator Training with Kindle Hill Foundation (Equine Assisted Therapy)
- Provided crisis training for Philadelphia Police Department Crisis Response Team.

Recognitions

- Tony Salvatore received 12th Annual Benefit for the Brain Impact Award from NAMI Montgomery County.