



# Montgomery County Emergency Service, Inc.

## 2022-2023 Annual Report



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*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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## **MCES Board of Directors 2022-2023**

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  
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 6/30/22: \***

Total Revenue: \$20,933,145

Total Expenses: \$16,837,258

Increase (decrease) in Net Assets: \$4,095,887

Charity Care: \$606,550

**\*FYE 2023 Numbers will be updated when final audited numbers are available.**

**Statistics for Fiscal Year 6/30/23:**

24 Hour Hotline & Emergency Outpatient Crisis Program = 3,535 clients\*

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

Average Number of Inpatients Per Day = 35.8

Total Admissions = 667

Total Discharges = 658

Average Length of Stay = 21.1

Total Admissions to Carol's Place Crisis Residential Program = 224

## 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 2022/2023 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	David Santos
Sharon Beiber	Stephanie McLaughlin, RN	Hudson Scattergood
Harold Borek, Esq.	Byanka Meacham	Deborah Shanley
Paul DeMarco, RN	Matthew Minnick, RN	Rahul Shukla
Caroline Ellison, PhD	Aidan Mojica	Michael Solomon
Tom Gailey	Robert Moser	Anne Solow
Virginia Graves, RN	William Myers	Cindy Syfert
W. Douglas Hager	Rocio Nell, MD	Malik Thomason
Tyreik Harrison	Iris Paltin, MD	Stephanie Timmer, RN
Nicole Hobson, CRNP	Yochi Paltin	Mary Turner, RN
Esther Hohenberger	Faith Parshall	Jasmine Veney
Damian Johnson, EMT	Barbara Rawls	Mark Vetterlein
James Kanuck	James Reid	Colleen Zellers
Michael Kennedy	Susan & Cliff Rogers EdD	
Nason Leon	Tony Salvatore	

### Business/Corporate Contributors

Acme	Giant	Reading Phillies
Amadeo's	Lifetree Pharmacy	Redner's Markets
Applebee's	Philadelphia Flyers	Univest Financial
CVS	Plaza Flowers	Wegmans

### County and Municipality Contributors

Collegeville Borough	Pennsylvania Department of Community and Economic Development
Horsham Township	PA Department of Human Services (988)
Lower Gwynedd Township	PA Office of the State Fire Commissioner (EMS)
Lower Merion Township	Plymouth Township
Lower Gwynedd Township	Upper Dublin Township
Lower Merion Township	Upper Gwynedd Township
Lower Salford Township	Whitpain Township
Montgomery County Office of Behavioral Health	
Montgomery County Office of Senior Services	

## **Foundation Contributors**

Clayman Family Foundation  
Combined Jewish Philanthropies  
Crowe Foundation  
GlaxoSmithKline Foundation

Mary D. MacFarland Foundation  
Scholler Foundation  
Sun East Foundation  
Wawa Foundation

## **Other Contributors**

Amazon Smile  
America's Charities  
Benevity Community Fund  
Blackbaud Giving Fund  
Click and Pledge  
Charities Aid Foundation  
    via Cyber Grant  
Glenmede Trust

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](http://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 2022 through June 2023)

### Community Education

#### *Education Programs/Trainings*

- Three Stress and Trauma Forums for Family Members of Emergency Responders ("The Other Heroes: Those who Love First Responders") under a grant from the Pennsylvania Department of Community and Economic Development.
- "Suicide Risk in Older Adults" to the Advisory Council and staff of the Montgomery County Office of Senior Services (MCOSS).
- "Substance Use Disorders and Suicide Risk" to clients of the Montgomery County Methadone Clinic.
- "Older Adult Suicide Prevention" to members of the Interagency Council of Norristown (ICN).
- "Ageism and Suicide Risk" webinar at the national conference of the American Society on Aging.

#### *Publications*

- "Domestic Murder-Suicide: A Compound Tragedy" in the FBI Law Enforcement Bulletin.
- "Older Adult Suicide Risk in Assisted Living Facilities" in Today's Geriatric Medicine.
- "Ageism, Mental Health and Suicide Risk" in National NAMI Blog.
- "Elder Abuse and Elder Suicide" in Bucks County Medical Society Quarterly Newsletter.

### Community and Client Support

- The Crisis Intervention Department observed the first anniversary of 988 being the new National Suicide Prevention Lifeline number and added the first full-time 988 Call Taker.
- Allied Therapy Department:
  - Created a garden in our courtyard where patients plant, tend, and harvest lettuce, carrots, tomatoes, peppers, cucumbers, potatoes, and other vegetables that are served with patient meals.
  - Launched a new, "Let Your Voice be Heard," program where questions, comments, or concerns are put on the table for discussion. Patient Satisfaction Surveys are also available for completion during the sessions.
- Ongoing Abstinence Recovery Schedule (OARS) Program initiated a graduation ceremony for patients completing the program during their hospitalization.
- Created a Dietary Department and institutional kitchen to prepare and serve nutritious meals on-site to patients.
- Participated in "National Night Out" events in Bridgeport and Norristown Boroughs.
- Actively supported the Montgomery County CISM (Critical Incident Stress Management) Team and participated in the Emergency Responders Support Group.



## Crisis Intervention Specialist Training (CIS)

- The Crisis Intervention Specialist (CIS) Program completed its 47<sup>th</sup> year of providing mental health crisis training to police officers, other criminal justice professionals, and emergency responders.
- Provided mental health crisis education to these municipal police departments:
  - Abington
  - Ambler
  - Bridgeport
  - Bryn Athyn
  - Cheltenham
  - East Norriton
  - Hatboro
  - Hatfield
  - Horsham
  - Jenkintown
  - Lansdale
  - Limerick
  - Lower Frederick
  - Lower Pottsgrove
  - Lower Providence
  - Lower Merion
  - Lower Moreland
  - Lower Salford
  - Montgomery Township
  - New Britain
  - Nether Providence
  - New Hanover
  - Norristown
  - Plymouth Township
  - Pottstown
  - Royersford
  - Souderton
  - Springfield
  - Towamencin
  - Upper Dublin
  - Upper Gwynedd
  - Upper Merion
  - Upper Moreland
  - Upper Perkiomen
  - Upper Providence
  - West Norriton
  - West Pottsgrove
  - Whitemarsh
  - Whitpain
- Provided mental health crisis education to these agencies/staff:
  - AMTRAK Police Department
  - Curtis Institute of Music
  - Dispatchers – Lower Merion, Upper Merion, Whitpain
  - Delaware Valley Negotiators Association (DVNA)
  - Gwynedd Mercy University
  - MCES EMS
  - Montgomery County Adult Probation
  - Montgomery County Coroner's Office
  - Montgomery County Correctional Facility
  - Montgomery County Department of Public Safety – 911 Dispatchers
  - Montgomery County Office of Behavioral Health
  - Montgomery County Police Academy
  - Montgomery County Sheriff's Department
  - Municipal Police Officers Education and Training Commission (MPOETC)
  - North Penn Fire Department
  - Pennsylvania Association of School Training Officers (PASRO)
  - Pathway Program
  - Penn Wynne Fire Department
  - Pennsylvania Board of Probation and Parole
  - Pennsylvania DUI Association
  - Southeastern Pennsylvania Transportation Authority (SEPTA) (Transit Police)

- SWAT Negotiators – East, Philadelphia, West
- Temple University Municipal Police Academy
- Villanova University Department of Public Safety
- YMCA
- With the Montgomery County Office of Mental Health initiated program acknowledging police departments in Montgomery County where all officers completed Crisis Intervention Specialist (CIS) training with a CIS Program Commitment Award.
  - Bryn Athyn
  - East Norriton
  - Franconia
  - Hatboro
  - Limerick
  - Lower Providence
  - Marlborough
  - Narberth
  - Norristown
  - Towamencin
  - Upper Dublin
  - Upper Merion
  - Upper Perkiomen
  - Upper Providence
  - Whitpain
- Provided mental health crisis education to police cadets at the Montgomery County Public Safety Campus.
- Developed and 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**

- William Myers, MCES CEO, received the Solomon Award and was recognized by Tikvah/Advocates for the Jewish Mentally Ill for his contributions to mental health in Montgomery County.
- Michelle Monzo gave the keynote address at the annual conference of the Pennsylvania DUI Association.

## **Staff Additions**

Welcome the following individuals to the MCES team:

- Adrienne Lamb, MD, Medical Director
- Carol Johnson-Cushnie, MA, Carol’s Place Director
- Nason Leon, MSW, Continuity of Care Director
- Matthew Minnick, RN, Director of Nursing
- David Solow, Dietary Department Director