Montgomery County Emergency Service, Inc.
2022-2023 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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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  

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Montgomery County Office of Senior Services  

Foundation Contributors

Clayman Family Foundation  Mary D. MacFarland Foundation
Combined Jewish Philanthropies  Scholler Foundation
Crowe Foundation  Sun East Foundation
GlaxoSmithKline Foundation  Wawa Foundation

Other Contributors

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

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 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

- “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 47th 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
  - NewBritain
  - 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)
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