



2024-2025

ANNUAL REPORT

MONTGOMERY COUNTY
EMERGENCY SERVICE, INC.



988 | SUICIDE & CRISIS
LIFELINE

Network Center for the National Suicide Lifeline
Emergency Behavioral Health Center and Hospital
A Nationally Recognized Model for the Provision of Crisis Intervention Services

MCES BOARD OF DIRECTORS 2024-2025

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ADMINISTRATIVE STAFF

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Medical Director (Until 3/11/25)

Jordan Santina, DO

Medical Director (Effective 3/12/25)

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COO

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Director of Administrative Support
Services/Compliance Officer

Tony Salvatore, MA

Director of Development

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Harold Borek, Esquire

Board Solicitor

(Retired 6/30/24)

Jodi Griffis, Esquire

Board Solicitor

Tom Gailey

Gailey-Murray Communications

George Saitta

CPA

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
-  Inpatient License from the Department of Human Services
-  Psychiatric Hospital License from the Pennsylvania Department of Drug & Alcohol Programs

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CRISIS INTERVENTION PROGRAM

Since 1976, MCES has trained local police officers and other criminal justice personnel **servicing 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.



Crisis Intervention Specialist Training (CIS)

- The Crisis Intervention Specialist (CIS) Program completed its forty-ninth 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:

Bridgeport	Lower Merion	Phoenixville	Upper Merion
Cheltenham	Lower Moreland	Plymouth	Upper Moreland
Conshohocken	Lower Pottsgrove	Pottstown	Upper Perkiomen
East Greenville	Lower Providence	Souderton	Upper Pottsgrove
East Norriton	Lower Salford	Springfield	West Norriton
Hatfield	Nether Providence	Towamencin	West Pottsgrove
Jenkintown	Norristown	Upper Dublin	Whitpain
Limerick	North Wales	Upper Gwynedd	

- Provided mental health crisis education to staff of these agencies:

AMTRAK Police Department	Montgomery County Sheriffs Department
Bucks County Sheriffs Department	National Alliance for the Mentally Ill (NAMI)
Kutztown University Police	Penn State University Police
MCES Emergency Medical Service	Southeastern Pennsylvania Transportation
Montgomery County Adult Probation and Parole	Authority (SEPTA) Transit Police
Montgomery County Court System	Valley Forge National Park

- 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.



DEVELOPMENT & 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 2024/2025 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	Michael Kennedy	Yochi Paltin	Tom Siolek
Harold Borek, Esq.	Jonathan Klein	Faith Parshall	Michael Solomon
Caroline Ellison, PhD	Nason Leon, MSW	Barbara Rawls	Anne Solow
Christopher Fallon	Megan Malizia, RN	James Reid	Cindy Syfert
Tom Gailey	Stephanie McLaughlin, RN	Susan & Cliff Rogers EdD	Malik Thomason
Donna Gajewski	Byanka Meacham	Jordan Santina	Stephanie Timmer, RN
Virginia Graves, RN	Michael Melcher	Tony Salvatore	Mary Turner, RN
W. Douglas Hager	Matthew Minnick, RN	David Santos	Jasmine Veney
Nicole Hobson, CRNP	Aidan Mojica	Matt Sarafinas	Mark Vetterlein
Esther Hohenberger	Robert Moser	Hudson Scattergood	Jon Wallner
Amy Jacobs	Maria Montenegro	Deborah Shanley	Colleen Zellers
Damian Johnson	William Myers	Steve Shapiro, PhD	
James Kanuck	Iris Paltin, MD	Rahul Shukla	

Business/Corporate Contributors

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

County and Municipality Contributors

Collegeville Borough	Montgomery County Office of Behavioral Health	Upper Gwynedd Township
Lower Gwynedd Township	PA Department of Human Services	Whitpain Township
Lower Merion Township	(988) Commissioner (EMS)	Whitpain Township Police Department
Lower Salford Township	Plymouth Township	
Montgomery County Office of Aging Services	Upper Dublin Township	

Foundation Contributors

Clayman Family Foundation	Methacton Educational Foundation	Sun East Foundation
MacFarland Wilson Family Foundation	(Arcola Middle School)	Wawa Foundation
McLean Contributorship	Scholler Foundation	
	Barbara & Edward Scolnick Family Fund	

Other Contributors

Allstate Giving	Click and Pledge	United Way of Southeast Pennsylvania & Southern New Jersey Your Cause
Benevity Community Fund	Charities Aid Foundation via Cyber Grant	
Blackbaud Giving Fund	Network for Good	

ACTIVITIES & ACCOMPLISHMENTS

(JULY 2024 THROUGH JUNE 2025)

Presentations to Groups and Organizations

- “Social Determinants of Mental Health Panel” presentation at Carver Community Center sponsored by Child Guidance Resource Center.
- “Suicide Prevention Workshop” presented to Older Adult Committee of PA Mental Health Planning Council, PA Department of Human Services.
- “Older Adult Suicide Prevention Workshop” video presentation with Beaver County (PA) Suicide Prevention Coalition.
- “Elder Abuse and Older Adult Suicide” video presentation to Area Agency on Aging Protective Services Best Practices Meeting hosted by PA Association of Area Agencies on Aging.

Publications

- Tony Salvatore published “Sheriff’s Office Suicide” in the FBI Law Enforcement Bulletin.
- Tony Salvatore published “Suicide Risk in Older Men: A Growing Challenge for Long Term Care Providers” in Provider Magazine.

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 a suicide loss.

Social Media

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

Community and Client Support

- The Allied Therapy Department introduced patient recognition program for use of G.I.F.T.S. (Gaining Insight for Total Sobriety) cards in inpatient co-occurring disorder recovery self-help efforts.
- The Crisis Intervention Department and 988 Crisis Counselor staff assisted Delaware County Office of Mental Health in assisting residents affected by closure of Crozer Chester Medical Center.
- Ongoing Abstinence Recovery Schedule (OARS) Program initiated graduation ceremony for patients completing program during admission.
- Continued active support of the Montgomery County CISM (Critical Incident Stress Management) Team and participates in Emergency Responders Support Group.
- Continued volunteer support at the Montgomery County Hero Fund fundraiser by MCES staff.



GIVE

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.

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
6/30/24⁽¹⁾

\$18,465,957

Total Revenue

\$19,165,647

Total Expenses

(\$699,690)

Increase (decrease)
in Net Assets

\$718,200

Charity Care

Statistics for
Fiscal Year
6/30/24:

2,592

24 Hour Hotline &
Emergency Outpatient
Crisis Program Clients⁽²⁾

38.6

Average Number
of Inpatients
Per Day

874

Total Admissions

883

Total Discharges

16.0 days

Average
Length of Stay⁽³⁾

139

Total Admissions to Carol's
Place Crisis Residential
Program⁽⁴⁾

(1) FYE 2025 Numbers will be updated when final audited numbers are available.

(2) Admissions, evaluations only, contacts only and Carol's Place admissions.

(3) Median Length of Stay = 11.0

(4) Program closed on February 28, 2025.



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.

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.

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.





Montgomery County Emergency Service, Inc.

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www.mces.org

