

***Crisis Services***

MCES serves individuals experiencing psychiatric emergencies. Crisis workers provide telephone support, referral information, and assessment. MCES is the sole designated facility in Montgomery County to handle initial involuntary (302) hospitalizations.

MCES has trained and experienced crisis workers, as well as a psychiatrist on-site 24 hours a day/7 days a week.

***Program Goals***

- To enable clients to stabilize their lives.
- To provide comprehensive psychiatric assessment.
- To provide crisis intervention services.
- To assist clients who contact the County 911 system for psychiatric difficulties.

***Mission***

To provide 24-hour emergency telephone hotline service, face-to-face crisis intervention services, and emergency psychiatric services with the goal of empowering our clientele to stabilize their lives in times of crisis.

***Assessment***

A crisis worker and a psychiatrist meet with each client and conduct a comprehensive assessment. Those with medical conditions are assessed by a physician or physician assistant and are referred to a local general hospital for further evaluation/treatment if appropriate.

***Treatment Recommendations***

After each evaluation, clients and families are given recommendations that may involve referral to:

- the MCES Inpatient Program.
- another inpatient facility, if indicated.
- a private psychiatrist and/or community outpatient program.
- the MCES Outpatient Program.
- a medical hospital for treatment of any medical conditions as appropriate.
- the Crisis Residential Program.
- MCES's Mobile Crisis Intervention Service.

MCES never refuses service based on the ability to pay. MCES accepts Medicaid, Medicare, and many private coverages. Private payment arrangements are available.

***Mobile Crisis***

The Mobile Crisis Service provides community based services to clients who are at risk of hospitalization.

***Program Goals***

- To promote stability in the community.
- To educate the community on mental health issues.
- To provide follow-up case management services on an as needed basis.
- Crisis Intervention/Conflict Resolution: Assist clients in resolving crisis and conflict.
- Assessment: Clients are assessed for the appropriate level of care.
- Follow-Up Counseling: Provided after the resolution of the crisis to monitor the client's status.
- Mobile Medical Service: RN to give medical support, as directed by an MCES physician.
- Referral: Agreements with many community agencies.

***Criminal Justice & Forensic Diversion***

MCES is a secure facility and offers support and assistance to law enforcement agencies to resolve emergencies and divert individuals with mental illness from the criminal justice system, as appropriate.

Contact MCES Criminal Justice Department for more details.

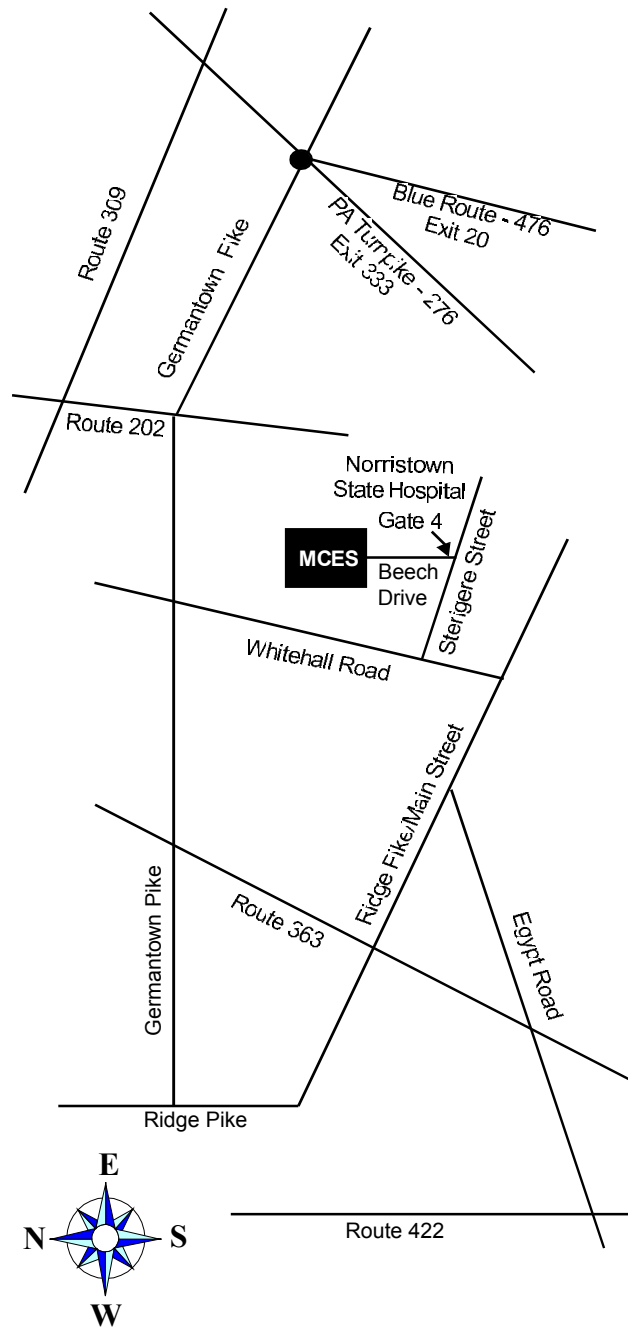
**24 Hour/7 Day a Week Hotline**  
**610-279-6100**

**Find us on the web at**  
**[www.mces.org](http://www.mces.org)**

# Crisis Services

Crisis/Suicide Hotline  
Walk-In Crisis Center  
Mobile Crisis Service

## Directions to MCES



## About MCES:

Montgomery County Emergency Service, Inc. offers services to individuals and families dealing with behavioral health crises associated with mental illness, substance abuse, or both. These services include:

- A Crisis Hotline
- Telephone support
- Walk-in service
- Emergency evaluation
- Inpatient care (73 bed)
- Aftercare planning
- Mobile crisis intervention
- Ambulance service

MCES also offers community outreach, education, and forensic services to the criminal justice system in dealing with individuals with serious behavioral health problems or developmental disabilities.

MCES was founded in 1974. It is a licensed provider of inpatient and out-patient psychiatric services and drug and alcohol services and is accredited by the Joint Commission for the Accreditation of Health Care Organizations (JCAHO).

MCES is a private, non-profit, free-standing agency located on the grounds of the Norristown State Hospital.

MCES offers training in mental health crisis intervention and management for police and other criminal justice personnel. Contact the MCES Criminal Justice Department for information.

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