

ANNUAL REPORT

2017 - 2018



MOVING AGENCIES TOWARD EXCELLENCE

A Southeastern Pennsylvania Providers Association

Serving Over

40 Human Service Organizations in Bucks, Chester, Delaware and
Montgomery Counties

35,000 Individuals and their families

6,500 Direct Support Professionals

A Message from the President and Executive Director

It has been another very busy year at MAX filled with many challenges and opportunities for the membership.

Throughout the course of this past year, MAX held membership meetings and forums featuring high caliber speakers as well as networking opportunities for the membership. In these uncertain times of change and challenges, MAX provides strategic information as well as access to policy makers who fund and regulate how MAX members operate. MAX will continue to offer informational and networking sessions in the coming year.

MAX values collaboration with other coalitions and associations to seek solutions that reach beyond what any individual stakeholder can accomplish on their own. MAX currently partners with PAR, ANCOR, RCPA, the ARC of PA, the Alliance, the Pennsylvania Budget and Policy Coalition and the Bucks Mont Collaborative to combine efforts and present a united advocacy message as well as shared training resources and information.

The MAX committees are a critical part of MAX's success. Each committee tackles critical issues and achieves different accomplishments that benefit the entire MAX membership. MAX wants to thank all those who serve on the various committees. MAX committee membership continues to provide a great opportunity to impact programmatic issues, the financial health of your organization and future trends and business opportunities. You can find a list of MAX committees on page 10 of this annual report. MAX is in need of your talents through serving on a committee. If interested in joining any committee or work group email the committee chair or Diane Conway @ Dconway@maxassociation.org.

Another membership benefit to be highlighted is the MAX preferred partner program. The purpose of the MAX preferred vendor/partnership program is to help MAX members with their purchasing power by providing good rates, prices and value added services. Currently, we have three preferred partners: *Axion Healthcare Solutions, Interstate Fleet Services, and the Holiday Inn Lansdale*. Our goal is to increase the number of MAX preferred partners so that each MAX member can find at least one that works well for them in saving money and providing high quality services and products. Suggestions for new Partners are always welcome.

With the new Board slate, MAX is saying goodbye to Board members, Carol Oliver, (Devereux), Karen Bitting (Hedwig House) and Rita Mandik (ARC of Chester County) Carol, Karen and Rita have been long standing MAX Board members who had made innumerable contributions to MAX and have provided invaluable leadership to the field. Along with our goodbye to Carol, Karen and Rita, we welcome new Board members Pam Schuessler of KenCrest and Chris Betts of Devereux. MAX is honored to have such spectacular Board members whose collective talents and contributions benefit the entire MAX membership.

As always, MAX is your association, so we would like to hear any comments or feedback you have. We look forward to working with you again this coming year to continue to move towards excellence in services.

Deb Kunsch

Deb Kunsch
President

Diane Conway

Diane Conway, Ph.D.
Executive Director

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2017/2018 MAX Members

Access Services, Inc.

Adults with Developmental Disabilities

ALTEC

The ARC Alliance

The ARC of Chester County

Associated Production Services

Brothers of Charity

Care Link Community Support Services

Central Behavioral Health

Child Guidance Resource Centers

Children's Crisis Treatment Center

Community Interactions

Delta Community Supports

Developmental Enterprises Corporation

Devereux

Eagleville Hospital

HopeWorx

IM4Q

Indian Creek Foundation

Judith Creed Homes for Adult Independence

KenCrest Services

LifePath

Melmark, Inc.

Montgomery County Emergency Service, Inc.

NAMI – Montgomery County

New Vitae

Partnerships for Community Supports

Peaceful Living

Quality Progressions

Resources for Human Development, Inc.

Saint Edmond's Home For Children

Salvation Army

Service Access Management (SAM)

Step By Step, Inc.

2017/2018 Associate Members

Arlington Heritage

Axion Healthcare Solution

Forefront Business Services

Genesis Assets

Holiday Inn Lansdale

InterState Fleet

Pennsylvania Advocacy & Resources for Autism and Intellectual Disabilities

US Medical Staffing

Mission Statement

*To assist the human service provider community
to achieve excellence in
the provision of
supports and services*



Vision

MAX seeks to be the leading association of human service providers in the counties of Bucks, Chester, Delaware and Montgomery by supporting members to fulfill their individual missions.

What MAX can do for you!

- **Partnership with Government and Elected Officials** - MAX has developed a collaborative and proactive relationship with government officials to facilitate provider input on public policy which impact services for the individuals MAX members support.
- **Business Collaboratives** - MAX can provide cost effective opportunities for members such as resource sharing and group purchasing.
- **Networking** - One of the greatest benefits MAX provides is the opportunity to meet regularly with peers to discuss and resolve critical issues facing your agency. Networking provides opportunities such as mergers and joint ventures to enable your agency to provide the most cost effective, state of the art supports.
- **Discussion Forums** - MAX provides a forum for providers to share ideas, best practices, areas of expertise and philosophies while respecting the unique culture of each agency.
- **Staff Training** - MAX promotes the future work force through a variety of training methods and collaborative efforts. In addition to MAX hosting training sessions, the MAX website offers a shared training calendar.
- **MAX Website** - MAX website provides many useful features for members such as; an all- inclusive member events calendar, a directory of MAX members, a “members only section” with exclusive information and much more!

MAX 2017-2018 SLATE OF OFFICERS AND DIRECTORS

Officers:

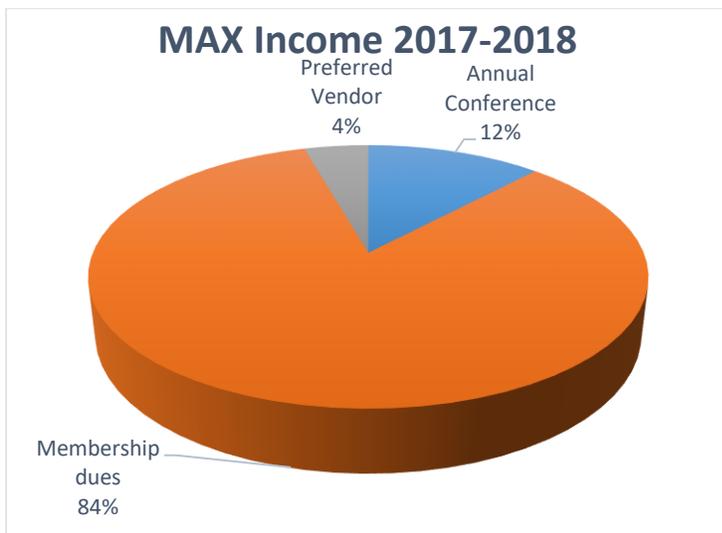
President:	Deb Kunsch , ALTEC Term Ends: June, 2019
Vice President	William Myers , MCES Term Ends: June, 2020
Treasurer:	Paul Coleman , LifePath Term Ends: June, 2019
Secretary:	Jessica Fenchel , Access Services Term Ends: June, 2020
Past President:	Vacant

Board Members:

Pamela Schuessler , KenCrest Services Term Ends, June 2019
Valarie O'Connor , Central Behavioral Health Term Ends, June, 2020
Vacant Term Ends, June, 2019
Dean Stoesz , Indian Creek Term Ends: June, 2020
Jeanne Meikrantz , The Arc of Chester County Term Ends: June, 2019
Chris Betts , Devereux Term Ends: June, 2020
Don Szegda , Community Interactions Term Ends, June 2019
Ed Coleman, Step By Step Term Ends: June 2020

FINANCIAL REPORT

MAX is completing the 2017/2018 fiscal year in a modest yet secure position financially. This fiscal year is projected to end with an asset balance of roughly \$118,000. MAX continues to remain stable with moderate growth in membership, a small net at conference and growing preferred vendor dues. At this point in June, it appears that Expenses will roughly balance with Revenue. This is similar to where we were last year at this time – MAX puts its resources to use for its members. MAX hosted a number of well-received trainings, organized a very well-appreciated Annual Conference, and hosted various events which provide the opportunity for members to network and interface with county administrators, legislators and state officials.



Paul Coleman, Treasurer

MAX COMMITTEES

Advocacy and Policy

Assists members in educating elected officials about issues of importance. Keeps members aware of impactful legislative action. Increases awareness of both staff and consumers of the importance of civic engagement and voting.

Any MAX member is invited to join the committee. Please contact Diane Conway @ Dconway@Maxassociation.org if interested.

Michael Flannery, (Child Guidance)
(MFlannery@CGRC.org)

Gerry Gonzalez (Child Guidance)
(GGonzalez@CGRC.org)

Behavioral Health

Addresses issues of concern and best practices within the behavioral health community.

Any MAX member is invited to join the committee. Contact Diane Conway @ Dconway@MAXassociation.org if interested.

Jason Anders, Carelink Services
(JAnders@CareLinkServices.org)

Jessica Fenchel, Access Services
(Jfenchel@accessservices.org)

Conference Committee

Plans and organizes the annual MAX conference

Any MAX member is invited to join the committee. Contact Diane Conway @ Dconway@MAXassociation.org if interested

Thad Campbell, KenCrest Services
(Tcampbell@Kencrest.org)

Intellectual Disabilities Committee

Addresses issues of concern and best practices within the developmental disabilities community.

Any MAX member is invited to join the committee. Contact Diane Conway @ Dconway@MAXassociation.org if interested

Steering Committee

Deb Kunsch, ALTEC Services
(DKunsch@altec.services.org)

Rita Mandik, ARC of Chester County
(RMandik@Arcofchestercounty.org)

Janice Knowlton, Access Services
(JKnowlton@Accessservices.org)

Chris Betts, Devereux
(Cbetts@Devereux.org)

Jesse Vandegrift, LifePath
(Jvandegrift@LifePath.org)

Jill Laverty, ALTEC Services
(Jilby23aol.com)



MAX PREFERRED PARTNER PROGRAM

MAX is proud to continue the expansion the MAX Preferred Partner Program.

This program is exclusively designed for MAX members to stretch their shrinking government funding by taking advantage of their collective purchasing power. The MAX Preferred Partner Program identifies vendors of various regularly used services and products and through a competitive selection process enters into an agreement with vendors which yields special pricing and benefit options for MAX members. MAX members are invited to check out the special pricing and benefits from those selected preferred partners, but are in no way obligated to use them.

OUR PARTNERS

Currently, MAX has three members our preferred partners program. We will be continually adding new vendors to the program throughout the coming year.

MORE INFORMATION

More information is available in three different convenient ways:

- **The MAX website www.MAXAssociation.org in the “Members Only” Section**
- **Email Diane Conway, MAX Association Executive Director at Dconway@MaxAssociation.org**
- **Directly from the Preferred Partner**
 - **Axion Healthcare – Contact Christine Swan @ Cswan@Axionllc.com**
 - **InterState Fleet – Contact Ken Margraff @ Kenm@interstate-fleet.com**
 - **Holiday Inn Lansdale – Contact Casey Giblin @ Casey@HolidayInnLansdale.com**

THE HEARTBEAT OF STAFFING



AXION | HEALTHCARE



ANOTHER SUCCESSFUL YEAR HAS COME AND GONE. CONGRATULATIONS TO MAX FOR YOUR CONTINUED EFFORTS TO SUPPORT, PROMOTE AND ADVOCATE FOR!

AXION Healthcare is happy to be MAX's First Preferred Vendor for Staffing and Recruiting Solutions and we look forward to continuing to provide MAX members.

Axion Healthcare is happy to announce the launch of our new division of Axion Healthcare, named Axion Contact! Axion Contact is a fully customizable State of the Art call center. Our primary goal is to provide a multitude of benefits to our clients and partners, to help create an unparalleled experience.

Why Choose Axion?

Axion Healthcare

- Budget Friendly solutions with your bottom line in mind.
- Employee Based Staffing
- Over three decades of staffing experience, team of Subject matter experts focused on your recruiting needs fiscally solid leader in full service staffing solutions including: Healthcare, Behavioral Health, Administrative, Accounting, IT and many more.
- Three-step recruitment process with proven results.

Inbound/Outbound Call Programs

- Answering Service
- Complete project management from Design to Completion
- Creative Telemarketing Programs
- Multi-Lingual services
- Phone lines 24/7/365, as well as time zone specific
- Strategic Staff Optimization Based on projected fluctuations in call volume

Other Areas

- Business Process Outsourcing Services
- CRM Management
- Data Entry
- Full Service Project Planning from Design to Completion
- Project Oversight
- QA Review
- Recruiting – Agents to MD's

Contact Us Today At:

Christine Swan | VP of Healthcare Solutions | 610-825-2044

Kelley Zimmerman | Director of Recruiting | 610-825-0152

24 hour Oncall Line for after hours service | 610-825-0163

Or check us out on the web www.axionhealthcare.com



AXION CONTACT
contact driven | engagement focused

HITRUST
CSF Certified



Holiday Inn Lansdale

1750 Sumneytown Pike, Kulpsville PA
215-368-3800

www.HolidayInn.com/lansdalepa

The **Holiday Inn Lansdale** is the premier location for your next guest reservation or company meeting. The full service hotel provides a relaxing and enjoyable accommodation with all of the latest amenities you would come to expect from Holiday Inn.

The Holiday Inn Lansdale is the perfect place to stay when traveling for business or leisure. We offer **special rates for corporate, long term stays, temporary relocation, and bereavement.** Located right off of Exit # 31 from the Northeast extension of the Pennsylvania Turnpike, conveniently located within a few miles of Lansdale, North Wales, Montgomeryville, Blue Bell, Skippack and only 30 miles from Historic Downtown Philadelphia.

All of our spacious guest rooms and suites are specifically designed to make your guest feel right at home. Each room is fitted with a microwave, refrigerator, flat screen television, iPod alarm clock, complimentary high-speed wireless internet access, and our Holiday Inn Signature Bedding. The hotel also features a state of the art Fitness Center including True Fitness Equipment and a seasonal outdoor pool

The Holiday Inn Lansdale has **over 5,000 square feet of dividable function space**, which is equipped with state of the art audio visual equipment, and complimentary high-speed wireless internet access. Our friendly service team provides expert consultation and will assist you in coordinating every facet of your next event, whether it is a fundraiser, large corporate gathering, small company meeting, or special banquet.

After a long day you can relax in your plush triple-sheeted bed and order room service, or join us in either our 1750 Bistro Restaurant, which is open for breakfast and dinner, or our Zinc Bar and Lounge for great nightly specials.

All of us at Holiday Inn Lansdale look forward to welcoming you.





Interstate Fleet Services

MAX Preferred Partner

MAX Association Member Program:

- No Charge for Pick-up and Delivery for repair services
- No Charge for loaner vehicle when your vehicle is being repaired at one of our shops. Including Wheel Chair Accessible Vehicles
- Temporary rental Wheel Chair Accessible Vehicles.
- Special Pricing for purchase or lease of any make or model vehicle
- We specialize in Not for Profit Organizations and Wheel Chair Accessible Vehicles

*Four Service Locations – North Hills, Colmar, Allentown, and Mount Joy *

Serving Philadelphia, Montgomery, Bucks, Lehigh, Lancaster, and Chester Counties

Call Ken Margraff "The Pretzel Guy" - 610-295-6000

kenm@interstate-fleets.com; www.interstatefleets.com