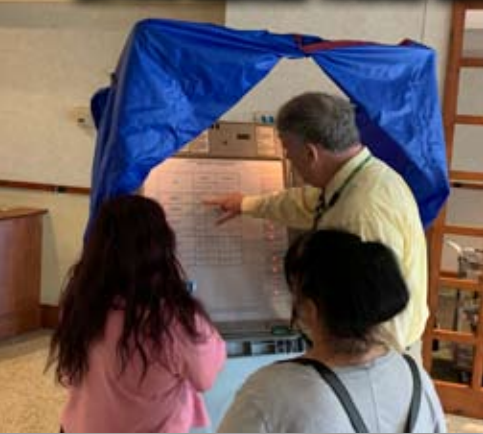




MOVING AGENCIES TOWARD EXCELLENCE



# MAX Association Annual Report 2018 – 2019

**A Southeastern Pennsylvania Providers Association**

*Serving More Than*

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

**35,000 Individuals and their families | 6,500 Direct Support Professionals**

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**MOVING AGENCIES TOWARD EXCELLENCE**

## **A Message from the 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, and the Bucks Mont Collaborative to combine efforts and present a united advocacy message as well as shared training resources and information.

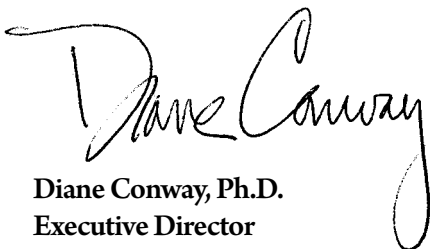
The MAX committees are a critical part of MAX's success. Each committee tackles critical issues and achieves different accomplishments that benefit the entire MAX membership. MAX wants to thank all those who serve on the various committees. MAX committee membership continues to provide a great opportunity 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](mailto:Dconway@maxassociation.org).

Another membership benefit to be highlighted is the MAX preferred purchasing partner program. The purpose of the MAX preferred purchasing partnership program is to help MAX members with their purchasing power by providing good rates, prices and value added services. Currently, we have six preferred purchasing partners: Brown & Brown Insurance, Devon Consulting, Interstate Fleet Services, Holiday Inn Lansdale, Sprint and Work Place Central. 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 member, Don Szegda (Community Interactions). Don was a long standing MAX Board member who had made innumerable contributions to MAX and has provided invaluable leadership to the field. Along with our goodbye to Don, we welcome new Board member Michael Flannery (Child Guidance Resource Centers). We also give a huge thanks to Deb Kunsch as she steps down from her position as President of MAX. She will remain on the Board in an Officer's capacity. We look forward to Jessica Fenchel (Access Services) becoming the new Board President. Great things to come.

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.



**Diane Conway, Ph.D.**  
**Executive Director**

## 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's 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!

### ► Advocacy:

MAX provides education and information to elected officials through panel discussions and meetings with providers, family members and individuals.

### ► Civic Engagement:

MAX promotes the acceptance of people with developmental disabilities, mental health disorders and drug and alcohol involvement as full participants in their communities through such initiatives as voter registration and education sessions.

### ► Operational Excellence:

MAX provides exclusive forums such as leadership and HR sessions, speakers at monthly meetings, and various committee activities to assist members with improving the efficiency and effectiveness of their operations.



## 2018/2019 MAX Members

- ▶ Access Services, Inc.
- ▶ Adults with Developmental Disabilities
- ▶ ALTEC Services
- ▶ 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
- ▶ JEVS
- ▶ Judith Creed Horizons for Achieving Independence
- ▶ Kelsch Associates
- ▶ KenCrest Services
- ▶ LifePath
- ▶ Melmark, Inc.
- ▶ Montgomery County Emergency Service, Inc.
- ▶ NAMI – Montgomery County
- ▶ 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)
- ▶ St Edmond's Home For Children
- ▶ Step By Step, Inc.
- ▶ Values Into Action

## 2018/2019 Associate Members

- ▶ Brown & Brown Insurance
- ▶ Devon Consulting
- ▶ Forefront Business Services
- ▶ Genesis Assets
- ▶ Holiday Inn Lansdale
- ▶ Interstate Fleet Services
- ▶ Pennsylvania Advocacy & Resources for Autism and Intellectual Disabilities
- ▶ Philadelphia Coordinated Health Care
- ▶ Sprint
- ▶ Work Place Central



## MAX 2019-2020 SLATE OF OFFICERS AND DIRECTORS

### Officers

- ▶ **PRESIDENT**  
Jess Fenchel, *Access Services*  
Term Ends: June, 2021
- ▶ **VICE PRESIDENT**  
Dean Stoesz, *Indian Creek*  
Term Ends: June, 2020
- ▶ **TREASURER**  
Paul Coleman, *LifePath*  
Term Ends: June, 2021
- ▶ **SECRETARY**  
Bill Myers, *MCES*  
Term Ends: June, 2020
- ▶ **PAST PRESIDENT**  
Deb Kunsch  
Term Ends: June, 2021

### Board Members:

- ▶ Pamela Schuessler, *KenCrest Services*  
Term Ends: June 2021
- ▶ Valarie O'Connor, *Central Behavioral Health*  
Term Ends: June, 2020
- ▶ Michael Flannery, *CGRC*  
Term Ends: June, 2021
- ▶ Vacant  
Term Ends: June, 2020
- ▶ Jeanne Meikrantz, *Arc of Chester County*  
Term Ends: June, 2021
- ▶ Chris Betts, *Devereux*  
Term Ends: June, 2020
- ▶ Vacant  
Term Ends: June 2021
- ▶ Ed Coleman, *RHD*  
Term Ends: June 2020

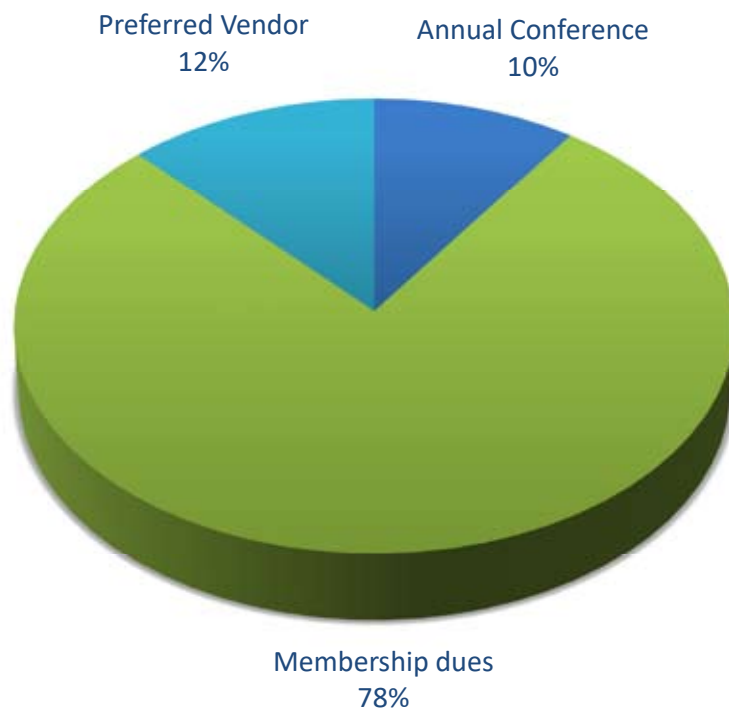


## FINANCIAL REPORT

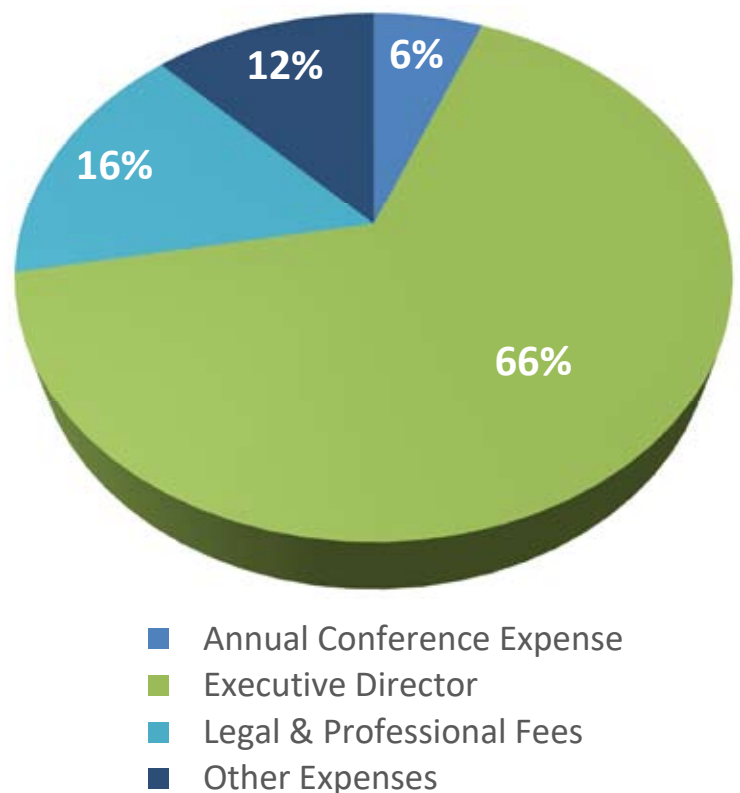
MAX has completed the 2018/2019 fiscal year in a modest yet secure position financially. This fiscal year ended with an asset balance of roughly \$118,000. MAX continued to remain stable with moderate growth in membership, a positive net at conference and growing preferred vendor dues. Upgrades to MAX's website created some one-time expenses. At this point in December 2019, it appears that Expenses will continue to 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 and forums, organized a very well-appreciated Annual Conference, and hosted various events which provide the opportunity for members to engage with other members, county administrators, legislators and state officials.

Paul Coleman, *Treasurer*

### MAX Income 2018–2019



### MAX Expenses 2018–2019





## 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. Contact Diane Conway at [Dconway@Maxassociation.org](mailto:Dconway@Maxassociation.org) if interested.

Michael Flannery, Child Guidance Resource Centers | [MFlannery@CGRC.org](mailto:MFlannery@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 at [Dconway@Maxassociation.org](mailto:Dconway@Maxassociation.org) if interested.

Jessica Fenchel, Access Services | [Jfenchel@accessservices.org](mailto:Jfenchel@accessservices.org)

### ► Conference Committee

Plans and organizes the annual MAX conference

Any MAX member is invited to join the committee. Contact Diane Conway at [Dconway@Maxassociation.org](mailto:Dconway@Maxassociation.org) if interested.

Tina Jorett, Access Services | [Tjorett@accessservices.org](mailto:Tjorett@accessservices.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 at [Dconway@Maxassociation.org](mailto:Dconway@Maxassociation.org) if interested.

### ► Steering Committee

Deb Kunsch, ALTEC Services | [DKunsch@altecsolutions.org](mailto:DKunsch@altecsolutions.org)

Rita Mandik, ARC of Chester County | [RMandik@Arcofchestercounty.org](mailto:RMandik@Arcofchestercounty.org)

Janice Knowlton, Access Services | [JKnowlton@Accessservices.org](mailto:JKnowlton@Accessservices.org)

Chris Betts, Devereux | [Cbetts@Devereux.org](mailto:Cbetts@Devereux.org)

Jesse Vandegrift, LifePath | [Jvandegrift@LifePath.org](mailto:Jvandegrift@LifePath.org)

Jill Laverty, ALTEC Services | [Jilby23@aol.com](mailto:Jilby23@aol.com)



## MAX PREFERRED PURCHASING PARTNER PROGRAM

MAX is proud to continue the expansion of the MAX Preferred Purchasing 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 Purchasing 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 six members our preferred purchasing 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](http://www.MAXAssociation.org)
- ▶ Email Diane Conway, MAX Association Executive Director at [Dconway@MaxAssociation.org](mailto:Dconway@MaxAssociation.org)
- ▶ Directly from the Preferred Purchasing Partner:
  - **Brown & Brown** | John Ehresman | [Jehresman@bbinslv.com](mailto:Jehresman@bbinslv.com)
  - **Devon Consulting** | Joel Adams | [Joel@Joelaadams.com](mailto:Joel@Joelaadams.com)
  - **InterState Fleet** | Ken Margraff | [Kenm@interstate-fleet.com](mailto:Kenm@interstate-fleet.com)
  - **Holiday Inn Lansdale** | Contact Casey Giblin | [Casey@HolidayInnLansdale.com](mailto:Casey@HolidayInnLansdale.com)
  - **Sprint** | Natalya Kasha | [Natalya.Kasha@sprint.com](mailto:Natalya.Kasha@sprint.com)
  - **Work Place Central** | Jerry Winslow | [Jerry@workplacecentral.com](mailto:Jerry@workplacecentral.com)







[www.HolidayInn.com/lansdalepa](http://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](mailto:kenm@interstate-fleets.com); [www.interstatefleets.com](http://www.interstatefleets.com)**

# Joel Adams, Executive Coach



“Working with Joel as an Executive Coach, I have made better decisions. Since our team started working with Joel, Peaceful Living has become more efficient and impactful”.

*Leland B. Sapp  
Chief Executive Officer  
Peaceful Living*

**JoelAAdams.com**

**610-639-7400**

**joel@joelaadams.com**



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- ✓ **My Sprint Rewards** – Enjoy special perks, year-round discounts and cashback deals.<sup>5</sup>
- ✓ Get our **100% Total Satisfaction Guarantee** and see why Sprint is the right choice.<sup>6</sup>

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