

# INSIDE



Spring 2010

## Champions of Recovery

Annually, Community Support Services recognizes three individuals who are Champions of Recovery. A Champion of Recovery consistently demonstrates a commitment to the principles of recovery in their daily work. Community Support Services is proud to present the recent recipients of the Champion of Recovery Awards.

Individuals chosen go above and beyond in showing respect, trust, sharing responsibilities, and encouraging clients to take risks and grow in their recovery from mental illness. These awardees do this with and for others to create a supportive environment that fosters hope and empowerment.

Community Partner: Dr. G. Tom Mann, Veterinarian, was recognized as the Community Partner of the Year. Dr. Mann and his staff have been instrumental in helping clients of Community Support Services be responsible pet owners. He and his staff greet the clients with a cheerful smile. The staff listen to the clients concerns and ask questions to determine how best to assist the pet. Dr. Mann reassures the clients about the procedures and provides feedback about how they are caring for their pets. He is compassionate and understanding with the pets and the pet owners! Community Support Services is proud to recognize Dr. Mann and his office as the Community Partner in Recovery.



*Dr. Mann, Alberta Nichols, and Maggie holding Buddy for a procedure.*



*Jim Merklin, former Chairman of the Board and Jerry Shadley, Recovery Specialist.*

Clinical: This year's award winner is Jerry Shadley, Recovery Specialist. Jerry was recognized for his commitment to the persons served by Community Support Services. He readily accepts new challenges and seeks out opportunities to benefit consumers of Community Support Services. He maintains a positive attitude while meeting the needs of the clients and staff members he supports. Jerry sets a wonderful example for others through his volunteer endeavors, his health consciousness, and his belief that no task is too great or too small.

Support: This year's award winner is Tanika Jones, Accounts Receivable Associate. Tanika represents the people behind the scenes who are sometimes forgotten. The support staff of Community Support Services play a significant role in the agency's and clients' successes. She is responsive, kind, and polite – essential traits for those providing support in a behavioral healthcare organization!



*Jim Merklin, former Chairman of the Board and Tanika Jones, Accounts Receivable Associate*

## Mental Health Court Available in Stow S.T.R.I.D.E (Successful Treatment Results in Developing Excellence)

The Mental Health Docket at Stow Municipal Court is an option for individuals with severe and persistent mental illnesses who have been charged with misdemeanors and are facing potential jail sentences. This collaborative effort of local judges, prosecutors, attorneys, community control, and treatment professionals strives to keep defendants psychiatrically stable and crime free. The primary goal is to keep defendants psychiatrically stable and crime free by teaching them to make healthy changes affecting their lives. Judge Lisa L. Coates is the Presiding Judge of STRIDE.

The program is designed to divert individuals away from jail and coordinate mental health treatment. A variety of services are available to meet the individual's specific needs. For example, there are counseling options, psychiatric care, intensive case management, community services, as well as support and rewards from the Court. Upon successful completion of the program, community control is terminated.

Individuals who have been charged with a 1st, 2nd or 3rd degree misdemeanor and also have a severe and persistent mental illness such as Schizophrenia, Schizoaffective Disorder, or Bipolar Disorder may be eligible. Individuals must also have the mental capacity to understand the requirements of the program, the willingness to participate, and the desire to take medication as prescribed. Individuals charged with crimes of violence may be accepted with prior victim consent. Individuals charged with sex offenses, OVI (Operating a Vehicle under the Influence), and crimes involving use of weapons or children as victims are not eligible.

A two-year commitment through the Court is a basic requirement. This includes following community control guidelines and intensive case management services. Psychiatric treatment and case management services are provided through Community Support Services. Success is the intent of STRIDE and its staff. All efforts will be made in that direction. Sanctions are geared to encourage compliance.

Incarceration of offenders with mental illnesses costs approximately \$25,000 per person per year. In contrast, a person involved in the Mental Health Docket will cost less than \$3,000 annually.

Referrals to STRIDE can be made at the time of arraignment by the judge, the prosecutor, the individual's attorney, or the law enforcement agency. Upon receipt of a referral, the individual will be scheduled for an assessment to determine if he or she meets the requirements. If you have any questions regarding referrals or requirements, please contact the Court's Community Control Office at (330) 564-4199. You may also contact Penny Moore, Director of Employment & Forensic Services at Community Support Services, at 330.996.9141 ext. 509.



# Behavioral Healthcare is Healthcare

With the passage of the Healthcare Reform legislation, there has been considerable discussion, favorably and unfavorably, on the merits of the new law. Regardless if one supports the new law or not, it is critical for those of us who care about individuals with severe and persistent mental illnesses to monitor the implementation of the law and the provisions that are made to cover brain diseases. Behavioral healthcare is healthcare!

SAMSHA Administrator, Pam Hyde, recently spoke to a group of behavioral health advocates about the impact on society of alcoholism, drug addiction, and mental illness. She emphasized behavioral healthcare is part of healthcare, highlighting the following facts:

## **5 conditions – Mood disorders, diabetes, heart disease, hypertension and asthma**

- Account for 49% of total healthcare costs.
- Account for 42% of illness-related lost wages.
- Mood disorders rank: 1st in work loss costs, 2nd in total costs, and 3rd in healthcare costs.

The recovery rates for behavioral health conditions are comparable and better than many physical health conditions. It only makes sense to appropriately treat addictions and mental illnesses.

Individuals wishing to become involved in advocating for equitable behavioral health treatment can learn more by going to [www.Of-1-MIND.org](http://www.Of-1-MIND.org).

## Community Support Services Supports NAMI of Summit County

NAMI of Summit County provides invaluable support and education to the family members of persons living in our community with mental illnesses.

Purchase Giant Eagle Gift Cards from NAMI!

When you purchase Giant Eagle Gift Cards (in denominations of \$10, \$25, \$50, and \$100), NAMI of Summit County receives a 5% Donation.

These gift cards are able to be used to purchase groceries, prescriptions, GetGo gasoline, and other gift cards at Giant Eagle stores.

**For more information call Ron Rett @ 330-670-9880 or e-mail [ronrett@roadrunner.com](mailto:ronrett@roadrunner.com)**

## Tickets Fore CHARITY

Bridgestone Invitational at the Historical Firestone Country Club:  
August 3rd - August 8th!

Community Support Services is participating in the TICKETS Fore CHARITY program this year. Any day grounds tickets are available for \$35.00 – 75% of the ticket cost will be donated to Community Support Services!

To purchase tickets, use the following site. [www.buytfc.com](http://www.buytfc.com)  
When prompted to enter the code, use BICPQS.



**BRIDGESTONE**  
INVITATIONAL

*Fore Our Region.  
Fore Our Charities.*

## Director Speaks at National Conference

Community Support Services is currently participating in a National Collaborative with the National Council for Behavioral Health Care. This effort involves five sites across the country that provide integrated mental health and primary care services to individuals with severe and persistent mental illness. This is an exciting project and will assist the Primary Care team at Community Support Services in improving our services. Additionally, our participation in this initiative provides national recognition to Community Support Services as an innovative behavioral healthcare center providing integrated mental health and primary care services. Others seeking to develop integrated care will be able to use Community Support Services as a resource.



*Kimberly A. Shontz,  
Director of Outpatient Services*

The Director of Outpatient Services, Kimberly A. Shontz, was asked to participate in the National Council's 40th Annual National Mental Health and Addictions Conference in Orlando, Florida in March of 2010. She was a speaker at the conference on the topic of "The Person Centered Healthcare Home: Implementation Strategies". The presentation provided information on "lessons learned" at Community Support Services in the development of the Margaret Clark Morgan Integrated Primary Care Clinic.

## Celebrating Our Staff

Community Support Services proudly celebrated staff anniversaries in April. Community Support Services is grateful for the continued commitment of all of our staff to quality behavioral healthcare services in our community.

### 20 Years

<b>Cheryl Newman</b>	<b>James Karpawich</b>	<b>Martha Schaal</b>
<b>Susan Ritz</b>	<b>David Morris</b>	<b>Kimberly Watkins</b>
<b>Keith Bowens</b>	<b>Joyce Johnston</b>	<b>Awuesba Briggs</b>

### 15 Years

<b>Terri Shavers</b>	<b>Jim Gargan</b>	<b>Gloria Garden</b>
<b>Eileen Schwartz</b>	<b>Ellen Huey-Rex</b>	

### 10 Years

<b>Francine Diley</b>	<b>Latoya Lewis</b>	<b>Suzanne Frohme</b>
<b>Wilma Thomas</b>	<b>Ernest Wadley</b>	<b>Shayne Donald</b>
<b>Carlos McGee</b>	<b>Janine Casey</b>	<b>Edison Spruill</b>

### 5 Years

<b>Darrell Hill</b>	<b>Linda Marcinko</b>	<b>Joan Ragan Leff</b>	<b>Stephen Jones</b>
<b>Dorothea Hilson</b>	<b>Stephen Bussey</b>	<b>Dennis McGraw</b>	<b>Kimberly Chimenti</b>
<b>Mary Phillips</b>	<b>Jum Fox</b>	<b>Stephanie Flight</b>	<b>David Miku</b>
<b>James Bournival</b>	<b>Barbara Dent</b>	<b>Ricka Laramore</b>	<b>Shelly Might</b>

*During the April 2010 Board of Directors Annual Meeting, Community Support Services proudly recognized the following individuals and businesses for their continued commitment to our community and the persons served by the agency.*

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**Employer of the Year:** Work Tech proudly recognized **Choices** as the Employer of the Year. Choices Executive Director, Sheila White and Assistant Director, John Money Penny, extended offers of employment to three Work Tech clients during the past year. All three employees are nearing their one year anniversary of employment. Community Support Services is proud to be a partner in recovery with Choices!

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**Individual Donor of the Year:** Kimberly Meals, Director of Training & Performance Improvement presented the Individual Donor of the Year award to **The Black Keys**. In the fall of 2009, the Black Keys, an internationally known band, through the leadership of Stephanie Auerbach raised more than \$21,000 through a benefit concert for Alfred McMoore. Mr. McMoore considered a long-time friend of Community Support Services and the Black Keys has been credited for inspiring the name of the band. Community Support Services has established The Black Keys Alfred McMoore Memorial Fund to recognize the artistic abilities of the clients served by the agency while helping others unearth their creative abilities. In addition to raising funds, the event also raised awareness about schizophrenia and the stigma of mental illness. Thank you!

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**Community Service Award:** Frank Sepetauc presented the Community Service award to the **Disabled & Senior Services Division of the Summit County Department of Job & Family Services**. Through the efforts of Catalin Baker, Candace Jones, Susan Triplett, and Martha Harbin, many persons served by Community Support Services have been able to get and keep their financial and medical benefits. In 2005, they began assisting us with identifying problems resulting in individuals not receiving initial benefits or losing benefits. Many hours were spent reviewing, clarifying, creating, and educating to assist Community Support Services' staff to understand how best to support our clients. In 2008, with the advent of the Medicaid Buy-In legislation, the department again stepped forward to assist us to determine how best to utilize this legislation to benefit our consumers. Most recently, in May 2009, the department alerted us to a potential grant through the Coalition on Homeless and Housing in Ohio (COHHIO) providing staff and the necessary tools to assist persons to more swiftly obtain needed financial and medical benefits. This is called the SSI/SSDI Ohio Project. The daily work completed by Community Support Services staff and Department of Job & Family Services staff has allowed many consumers an opportunity to receive financial and medical benefits. Thank you for supporting clients of Community Support Services!

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**Foundation Donor of the Year:** **Glenda Buchanan and Pamela Williams of Northern Ohio Golf Charities Foundation, Inc.** accepted the Foundation of the Year award from Keith Stahl, Director of Residential Services. Northern Ohio Golf Charities generously provided support to the residential program to be able to proceed with installation of air conditioning at Edgerton House, a 24-hour supervised residential treatment facility. As the medications often prescribed for persons with severe mental illnesses confuse the body's internal temperature gauge, persons who take these medications have decreased awareness of hot weather. Community Support Services is grateful for the support of the Northern Ohio Golf Charities Foundation, Inc.

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**Volunteer of the Year:** Kimberly Meals, Director of Training & Performance Improvement acknowledged the dedication and commitment of the agency volunteers. This year, two recipients were recognized as Volunteers of the Year. **Jerry Christian** has volunteered as a Lobby Volunteer for almost one year. During this time, Jerry has spent more than 300 hours in the main clinic lobby welcoming and assisting visitors. At times, the lobby can be hectic; however, Jerry remains calm and provides the necessary assistance. He has also assisted with completion of client satisfaction surveys in the lobby area. Community Support Services is grateful for Jerry's assistance with providing quality behavioral healthcare. Our second Volunteer of the Year is **Pratibha Pokharna**. Pratibha has been volunteering in the Health Information Services area for almost one year. She has worked more than 500 hours providing invaluable assistance to support the organization. According to her supervisor, she is always looking for more to do. Shortly, she will also begin to volunteer in the agency's finance department. Community Support Services is appreciative of Pratibha's dedication to the agency and the persons served by the organization.

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Mark Your Calendars  
Saturday September 11, 2010  
**Celebration  
Recovery**

## Mission Statement

Community Support Services, Inc. is a leader in behavioral healthcare for Summit County and the surrounding region. The agency provides comprehensive, high quality, cost effective treatment, rehabilitation, advocacy and support for recovery, primarily to persons most in need, to enhance the quality of their lives.

In order to achieve our mission, the following core values and key beliefs are paramount:

- *Treat all people with dignity, fairness and respect.*
- *Deliver effective outcomes in collaboration with individuals we serve.*
- *Provide high quality, confidential and effective service through a partnership of shared responsibility among individuals served, families, staff and the community.*
- *Recognize that staff is our most important asset.*
- *Value innovation, efficiency and flexibility as the keys to our success.*

## Speaker's Bureau

A wide range of mental health related presentations are available. Agency staff are available to clubs and organizations through our free Speakers Bureau. If you would like to know more about available programs or arrange for a speaker, please call 330.996.9141 ext. 169 to request a speaker.



Community Support Services, Inc. is a contract agency of the County of Summit Alcohol, Drug Addiction and Mental Health Services Board



Community Support Services, Inc. is a member of the Better Business Bureau



Community Support Services, Inc. facilities and programs are accredited by the Commission on Accreditation of Rehabilitation Facilities