

# RECOVERY CONNECTION

Produced by Community Support Services, Inc.

Fall 2009

## PRIMARY CARE SERVICES AND COMMUNITY SUPPORT SERVICES

### One-Stop Shopping!

In November 2008, Community Support Services began offering on-site primary health care to clients. Recently, we welcomed our new Nurse Practitioner, Kathleen Scott. We also established new hours for the clinic to better serve you. The primary care clinic is located in the medication clinic area of Community Support Services. This allows you to coordinate your services in one place and one day.

Kathleen comes to Community Support Services with a great deal of experience. She has worked for the Cleveland Clinic in an outpatient community clinic on the east side of Cleveland. She joined the faculty at the University of Akron, College of Nursing in late 2007. In addition to being a faculty member, she also works at the University of Akron's free clinic. Additionally, Kathleen provides services to clients at ACCESS (Women's Shelter).

#### New Primary Care Clinic Hours

<b>Monday</b>	<b>8:30 am – 4:00 pm</b>
<b>Tuesday</b>	<b>8:30 am – 4:00 pm</b>
<b>Wednesday</b>	<b>1:00 pm – 5:00 pm</b>
<b>Thursday</b>	<b>8:30 am – 12:30 pm</b>



*Kathleen Scott listens to a patient of the Primary Care Clinic.*

Kathleen has a passion for ensuring individuals' primary care needs are met, and she is committed to her work with clients of Community Support Services. If you prefer the convenience of having all of your medical and psychiatric services provided by Community Support Services, you can arrange to be seen in the primary care clinic.

### Q & A – Primary Care Clinic

#### How do I schedule an appointment?

Appointments may be scheduled through your Community Rehabilitation Specialist (case manager), community nurse, or by stopping at the front desk area. You may call 330.253.9388 ext. 410 to schedule an appointment.

#### Can I change to the Primary Care Clinic if I already have a primary care provider?

Yes! If you prefer the convenience of having all of your medical and psychiatric services provided at Community Support Services. At your first appointment, we will ask you to sign a release to obtain records from your previous medical provider.

#### Can I be seen if I do not have an appointment and I am feeling sick?

Yes! We will make every effort for you to be seen if you are ill and in need of medical care.

#### Can I get physicals for work or group homes at the primary care clinic?

Yes! Please inform the receptionist of this need when scheduling the appointment.

#### Can I get an annual woman's physical at the clinic?

Yes! Kathleen is a provider of women's preventative health care and will complete annual examinations related to women's health needs.

#### What type of insurance do I need to be seen at the primary care clinic?

We accept all insurances at the primary care clinic. For those without insurance, we will assist in connecting you with free clinics in the area.

#### What if I have other questions about the primary care clinic at Community Support Services?

You can contact the scheduling desk at 330-253-9388 ext 410 or call 330-253-9388 ext 465.

***Community Support Services looks forward to meeting your psychiatric and primary care needs.***

## **Do you want to earn your GED? You can at Community Support Services!**

Community Support Services and Project Learn are pleased to announce a partnership offering GED/ABLE classes twice a week at Community Support Services. This class reduces many of the barriers mental health consumers face in a “mainstream” GED class. A certified instructor teaches the class. Testing is completed prior to participants beginning the class to determine their academic level. A plan is developed based on the participants’ level of academic need. A small class allows for more one-on-one teaching. A Community Support Services staff member is also there to help.

Classes are held Tuesday and Thursday from 1:30 – 3:30 in the 640 Wolf Ledges Building. Individuals may attend one day or both days.

If you would like to work on your GED, you may call 330.253.9675 to be referred. Or, you may request your Community Rehabilitation Specialist (case manager) refer you.

A GED provides an excellent opportunity to enhance consumers’ employability. This can be the first step to pursuing employment for many of our consumers. By gaining skills, knowledge, and self-confidence, the desire to work is often increased due to more and better job options in the community.

The GED/ABLE class is a service offered through our Employment and Vocational Program.

### **Are you on Payeeship? Helpful Information**

Community Support Services has made arrangements with First Merit bank to cash payeeship checks with only one form of ID and not charge a fee. The downtown Akron and surrounding local branches should be familiar with this policy. At times, a bank teller may not be aware of the arrangement. In this case, you can ask for a branch manager or refer any concerns to your CRS (Case Manager).

This arrangement applies only to Community Support Services payeeship checks. If you have checks from other sources, the bank will likely require two forms of ID and you may be charged a fee to cash the checks.

At Community Support Services, we work hard to assure consumers can conduct their financial matters as easily as possible. One of the more independent options available to you as a consumer is the use of the debit card for your cash management. If you are not currently using a debit card, you may want to discuss this option with your CRS (case manager).

### **Klein’s Pharmacy**

Located at Community Support Services  
Hours of Operation – 8:30 am to 5:00 pm

We accept the Community Support Services debit cards and work with the payeeship department.

Do you have any questions or concerns about your medications or side effects? Let your Community Rehabilitation Specialist (case manager) know or stop by the pharmacy and we can make an appointment for you to sit down with our new pharmacist, Sara Dugan.

Having trouble keeping all of your medications straight? Or would you just like some more information about your medications? Please stop by we’ll be happy to speak with you and work with your treatment team to come up with a solution.

## **Shelter Plus Care Housing Program**

Most housing options have long waiting lists or are unaffordable. Currently, the Shelter Plus Care Program has openings for qualified individuals. This grant-funded program provides a Housing Choice Voucher (Section 8 Voucher) to individuals who are homeless. Qualified applicants pay 30% of their income for rent and utilities. Individuals without income pay no rent at all. This typically represents an annual savings of \$3,000 to \$4,000. After approval, individuals may stay in the program as long as they live in the apartment.

To qualify for the Shelter Plus Care program applicants must be homeless and receive services at Community Support Services, Inc. The Department of Housing and Urban Development (HUD) has a specific definition of homelessness that must be met and individuals must qualify for housing through the Akron Metropolitan Housing Authority (AMHA).

Many individuals think they don’t qualify for AMHA housing, but the residential department of Community Support Services is able to assist many individuals in overcoming barriers to accessing housing.

Please contact your Community Rehabilitation Specialist (case manager) to apply for this program.

## Celebration Recovery 2009



Dancing in Celebration of Recovery at Community Support Services!

Thanks to all who were part of Celebration Recovery 2009 held in early September. The event is a great opportunity to bring together consumers, families, and professionals as we celebrate recovery! Participants were asked to respond to the following question, "How does Celebration Recovery support your recovery?"

### Responses included:

- ★ *It shows me that life can be more than it's just another day!*
- ★ *I get to be with friends, I have a family and support system.*
  - ★ *It makes me glad to be alive!*
  - ★ *It reminds me we are all just people.*
- ★ *Teaches me how to deal with stigma of mental illness.*

**We hope you will join us next year for  
Celebration Recovery 2010!**

## ITS Afternoon Groups

Do you want to learn new coping skills? Meet new people?  
Find something to do with your afternoons? Consider attending ITS Groups!

<b>Mondays</b>	<b>Tuesdays</b>	<b>Thursdays</b>
<p><b>1:00pm—2:00pm</b> <b>Problem Solving</b> Learn effective problem solving skills! Learn to brainstorm solutions for things happening in your life!</p>	<p><b>1:00pm — 2:00pm</b> <b>Relationships</b> Learn characteristics of healthy relationships! Learn and practice communication skills!</p>	<p><b>2:30pm</b> <b>Art of Recovery</b> Express yourself creatively by exploring recovery from many aspects! No need to be an artist.</p>
<p><b>2:00pm-3:00pm</b> <b>Spirituality</b> Learn universal ways to enrich your spiritual life. Topics to include positive thinking, finding and maintaining hope and developing personal confidence.</p>	<p><b>2:00pm—3:00pm</b> <b>Hope</b> Explore the power of hope and inspiration in the recovery process.</p>	<p><b>Groups Begin October 5th!</b> <b>Groups meet in the 640 Wolf Ledges Building for 12 weeks!</b> <b>We look forward to meeting you soon!</b></p>

### Metro IDs

Do you ride the Metro Bus?  
Do you need an ID?

Metro is here the following dates to take pictures.

October 21st 1pm – 2pm  
November 18th 9am – 10am  
December 16th 12pm – 1pm

Please bring your  
Metro Approval Letter  
and  
2 Forms of ID  
(State ID,  
Driver's License,  
Birth Certificate).

## Community Voice Mail Program Now Available

Community Support Services is now offering Community Voice Mail! Community Voice Mail is an exciting new program that will aid individuals in their recovery. This program provides 24-hour access to communication for people in transition, directly linking individuals to jobs, housing, case management, health services and stability. A free local telephone number with 24-hour voice mail access is provided. The telephone number acts as a reliable number to give prospective employers, landlords, family, and service providers. Community Voice Mail is an excellent program for individuals who are homeless, seeking employment, a domestic violence victim, or have inconsistent phone service. Successful communication with service providers, professionals, and family is essential to every day functioning.

While new to Community Support Services, Community Voice Mail is part of a national network that has existed for about ten years. This program serves approximately 80,000 individuals nationwide and has proven extremely successful.

Community Voice Mail is free to individuals served by Community Support Services. Currently, there are approximately 100 openings for the program. Please contact your Community Rehabilitation Specialist (case manager) to be referred to the program.



150 Cross St., Akron, Ohio 44311

**ADM BOARD** Alcohol, Drug Addiction & Mental Health Services Board

**carf** Accredited by the Commission on Accreditation of Rehabilitation Facilities



Non-Profit  
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Akron, Ohio

## 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.*

## INFORMATION

We would love to have articles, poems, information, suggestions, etc. from you, our readers.

Please e-mail them to  
**Recovery@cssbh.org**  
or mail them to

**Recovery Connection,  
Community Support Services, Inc.  
150 Cross Street, Akron OH 44311**

## COMING THIS FALL

**Wellness Fair  
Thursday, November 12th  
11:30am - 1:30pm  
Ask your CRS  
for Details!**