

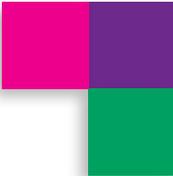
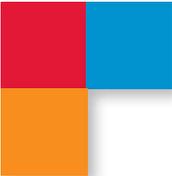


Be the Change



Annual Report
2010





EXECUTIVE COUNCIL

| | |
|---|---|
| President/CEO | Terrence B. Dalton, M.Ed., LSW |
| Vice President of Operations/CFO | James E. Bournival |
| Vice President of Rehabilitation | Frank Sepetauc, PCC, CRC |
| Medical Director | Robert W. Hermanowski, M.D. |
| Director of Administration | Douglas A. Wagner, S.P.H.R. |
| Director of Employment & Forensic Services | Penny Moore, M.A., PCC, CRC |
| Director of Information Technology | Jon Garey, MSCIS |
| Director of Outpatient Services | Kimberly Shontz, MSW, LISW |
| Director of Quality, Education, & Marketing | Kimberly Meals, M.Ed., PCC-S |
| Director Regional Services | Isatou Sagnia, MA, PCC |
| Director of Residential Services | Keith Stahl, MSW, LISW |
| Director of Specialized Services | Linda F.R. Omobien, MA, PCC-S, LSW, LICDC |

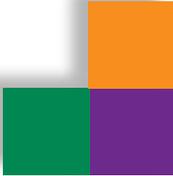
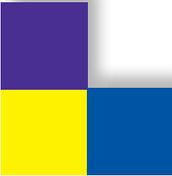
BOARD OF DIRECTORS

| | |
|-------------------|----------------------|
| CHAIRPERSON: | KAREN HRDLICKA |
| VICE CHAIRPERSON: | LISA OSWALD |
| TREASURER: | PAUL JACKSON |
| SECRETARY: | ANGELA TUCKER COOPER |

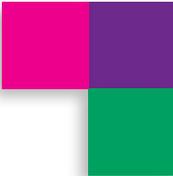
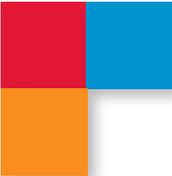
BOARD MEMBERS

| | |
|----------------------|---------------------------|
| Mary Brackle | Rick Kavenagh |
| David Di Salvo | Susan Lines |
| Paula DiVencenzo | Marcus Moore |
| Kathy DuBose | James Pianalto |
| Michael Gaffney | Mike Pruitt |
| Patricia Galon | Helen Reedy |
| Arthur Greenberg | Valerie Sherman |
| Pamela Hawkins | Dalia Spisak |
| Timothy Hayes | Reverend Kevin Strickland |
| Horace Highland, Sr. | Caroline Williams |

HONORARY BOARD MEMBERS



Michael Kura
James Merklin
Susan Reitz
Norma Thoman
Maureen Van Duser



The 2010 Annual Report is dedicated to our clients, Board of Directors, volunteers and staff who without their shared commitment, Community Support Services, Inc. would not be the Agent of Change so vital in ensuring there is hope and empowerment within the lives of those we serve.

For Community Support Services, change is synonymous with what we are all about. Without a willingness to change, the successes of our clients and agency the past twenty two years wouldn't exist. The year 2010 was no exception.

In recognition of the need to "do more with less", Community Support Services, Inc partnered with Child Guidance and Family Solutions, Community Health Center and Portage Path Behavioral Health to form Prism Health, LLC. This shared endeavor will allow all four agencies to save dollars through joint purchasing, improved continuity of care and a variety of other enhancements that will benefit the agencies and the clients we serve.

With Health Care Reform fresh in everyone's mind, Community Support Services began to position the agency to meet the changing healthcare landscape. To ensure our Margaret Clark Morgan Integrated Primary Care Clinic will be meeting the future needs of our clients, the agency sought out and received a three year accreditation with the American Association for Ambulatory Health Care (AAHC) with a sub-specialty in the area of Medical Home.

As we all know, transitioning from being a teenager to a young adult is often challenging. It is even more challenging if you are struggling with the first signs of a brain disease. During 2010, Community Support Services joined Child Guidance and Family Solutions in partnering with the BeST Center of the Northeast Ohio University College of Medicine to implement a cutting edge FIRST program. This program, for individuals between 16 and 40 years of age, is an evidenced based best practice for individuals experiencing a first episode of psychosis.

Sometimes good things must come to an end and even better things emerge. Kibler Hall, a residential treatment group home for the past twenty years, closed its doors as the Edwin Shaw Campus closed. With the closing of Kibler Hall, even greater opportunities arose with the move to the historic Reymann House on Canton Road. It is a beautiful setting for the residents who will call this home for six to nine months as part of their treatment.

To assist the agency in meeting the needs of those we serve, Community Support Services was the beneficiary of several grants. The Welty Foundation presented us with a \$5,000 grant to complete the Phase II central air conditioning project at the Edgerton Group Home. United Way granted us \$20,000 for utility assistance. These dollars were targeted to individuals facing shut off of their utilities or needing assistance in their security deposits when securing independent housing. Our third grant from the Ohio Attorney General's office provided \$19,750 to assist clients who are indigent and unable to afford the medications needed for their medical conditions. As the year ended, we received confirmation we would receive funding from the Rehabilitation Services Commission (RSC) to develop a Peer Support Training Program. This program will assist the agency in better serving our clients and also provide an opportunity for our clients to gain a marketable skill set for future employment opportunities.

As 2010 ended, Community Support Services conducted a Board and Staff retreat where new goals and strategies were established to position ourselves over the next three years "to be the change" for the citizens of Summit County and the surrounding region who are in need of behavioral health services.

For those whom our paths crossed during 2010, we thank you for your assistance, support and encouragement. As we journey through 2011 we ask for your continued commitment, support and resolve to be an agent of change and work toward supporting those individuals living with severe and persistent brain diseases and the stigma associated with these diseases.



Karen Hrdlicka
Chairperson



Terrence B. Dalton, MEd., LSW
President/Chief Executive Officer



Since 1988, Community Support Services, Inc. has been a leader in providing comprehensive behavioral health-care services for persons with severe and persistent mental illnesses. In the everlasting words of Gandhi, we must “be the change we wish to see in the world.” Each day, we have an opportunity to support change by providing innovative treatment, strengthening collaborative relationships, advocating for equality, and celebrating recovery.

Community Support Services is proud to celebrate two individuals who exemplify the power of recovery and the value of innovative and collaborative treatment.

Karl's Story

Karl, a 48-year old African American male, has a long history of depression and alcohol abuse. For nearly 20 years, he has been in and out of treatment. He was never able to find the right fit.

Through an innovative partnership between Community Support Services and Akron Metropolitan Housing Authority, Karl began to gain hope for recovery. With the support of the Public Housing Liaison team, Karl began to talk about his depressive symptoms which were increasing due to his struggle with his mother's terminal diagnosis.

In addition to his depressive symptoms, Karl had not seen a medical doctor for an extended period of time. At the first appointment with the Margaret Clark Morgan Integrated Care Clinic, he disclosed he often experienced tingling in his feet and numbness in his extremities. His journey began with lab work revealing Karl had significantly high cholesterol and triglycerides as well as an elevated fasting blood sugar. There was also indication of the beginning of kidney problems.

Karl was diagnosed with Non-Insulin Dependent Diabetes, Hypertension, and Dyslipidemia. Medications were ordered and follow-up appointments scheduled.

Karl's journey was supported by a Community Rehabilitation Specialist (CRS) who encouraged him to schedule the medical appointments, prompted him to obtain necessary medications, and referred him to counseling for support regarding his mother's illness and subsequent placement in hospice.

Bridging behavioral healthcare with primary care is an innovative practice which has allowed Karl to address his significant health concerns while also learning new coping skills. Karl has found the right fit.



Nancy's Story – In Her Own Words

“A Window of Three Years”

It all looked good on the outside. I was working full time as a teacher which I loved. I still miss my students. I owned my home and had worked hard on my fixer-upper. The summer meant gardening to me. I grew vegetables and flowers. August was a time of harvest. It seemed like a quiet, idyllic life. But inside, I was suffering. Every day I was haunted with despair.

My life broke. I lost my job and my house because I had shut down. I was living in a homeless shelter. I lived with twenty strangers and staff, but I had never felt more alone. I thought about suicide every hour of every day. I don't know how I survived that time. I was lost. I didn't see any way to escape my sorrow. My life felt too heavy. Then I met Homeless Outreach and Community Support Services.

Everything has changed since last year. With the help of Community Support Services, I'm receiving disability so I'm no longer destitute. I have a small, cozy apartment. I'm being treated for depression. Because of the kind, compassionate people at Community Support Services, I'm managing my life. I've structured my days, skills I learned at groups and reinforced by my Community Rehabilitation Specialist. I've set goals and can look forward to the future. My sadness hasn't left me completely, but I'm learning to cope. Because of Community Support Services, I know now, whatever happens, I'm not alone and there are people who care about me. That's made all the difference.



In addition to the highlights Terry and Karen shared earlier in the report, Community Support Services is proud to recognize our staff and other partners for their continued efforts to be leaders in behavioral healthcare and our community.

United Way Day of Action

For many years, Community Support Services has welcomed volunteers at our residential sites from local companies as part of the United Way Day of Action. In 2010, a committed group of the agency's leadership gave back to the community as volunteers for the United Way Day of Action. On a hot Friday afternoon in June, Community Support Services sent volunteers to the Tarry House / Respite facility to paint a never-ending fence as well as to mulch and weed the flower beds.



Phase V Learning Community

In the fall of 2010, Community Support Services and the Margaret Clark Morgan Integrated Care Clinic was selected as one of five sites to participate in the National Council for Community Behavioral Healthcare Learning Collaborative, Phase V Learning Community. The team (Kimberly Shontz, Director of Outpatient Services; Dr. Robert Hermanowski, Medical Director; Jon Garey, Director of Information Technology; and Kathleen Scott, Nurse Practitioner) joined national leaders in Washington DC to develop a plan to strengthen the integration of behavioral healthcare and primary care. A principal goal of this learning collaborative is to implement a disease registry to track patient outcomes allowing for benchmarking and ultimately impacting health outcomes.

Staff Recognition

Four agency staff were recognized for their commitment and leadership in behavioral healthcare and the community.

Kimberly Meals, Director of Quality, Education and Marketing
Outstanding Leadership Award Mental Health America of Summit County.

Linda F. R. Omobien, Director of Specialized and CPST Services
Ohio National Association of Social Workers as the Public Elected Official of the Year

Lee Snyder, Facilities and Operations Manager
Summit County ADM Board Maggie Carroll Smith Award

Keith Stahl, Director of Residential Services
Selected by the Greater Akron Chamber of Commerce as one of "30 For the Future"

Annual Agency Recognition

In recognition of the commitment to recovery demonstrated by staff and the community, Community Support Services annually honors three individuals for their leadership in recovery.

Community Partner: Dr. G. Tom Mann, Veterinarian
Clinical: Jerry Shadley, Recovery Specialist
Support: Tanika Jones, Accounts Receivable Associate

The agency also honors individuals and other entities during the Board of Directors Annual Meeting. In 2010, Community Support Services proudly recognized the following persons and entities for their dedication to persons with severe and persistent mental illnesses.

| | |
|--------------------------------------|--|
| Employer of the Year: | Choices Social Center |
| Individual Donor of the Year: | Black Keys |
| Community Service Award: | Disabled & Senior Services Department of the Summit - County Job & Family Services |
| Foundation Donor of the Year: | Northern Ohio Golf Charities Foundation, Inc. |
| Volunteers of the Year: | Jerry Christian & Pratibha Pokharna |

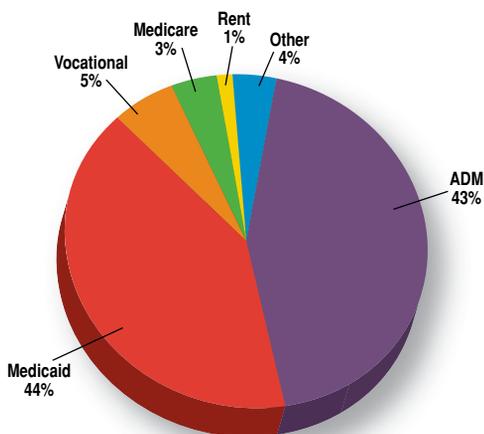
Assets

| | 2010 | 2009 |
|----------------------------------|--------------------|--------------------|
| Cash and Cash Equivalents | \$1,494,779 | \$1,255,893 |
| Accounts receivable - net | 3,314,881 | 2,823,257 |
| Prepaid Expenses | 282,524 | 349,351 |
| Property & Equipment - net | 1,741,753 | 1,895,147 |
| Other Assets | 70,083 | 1,930 |
| Total Assets | \$6,904,020 | \$6,325,578 |

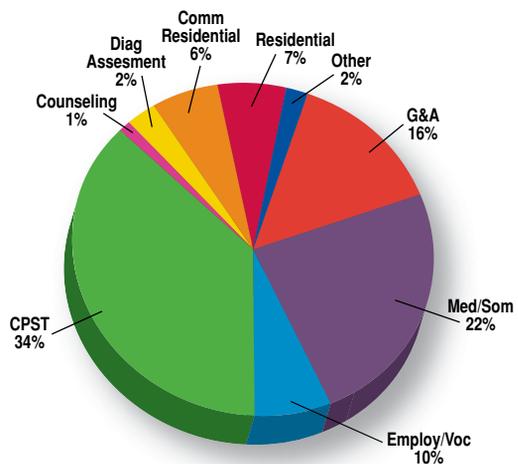
Liabilities

| | | |
|---|--------------------|--------------------|
| Accounts Payable | \$368,213 | \$305,298 |
| Accrued Liabilities | 1,510,249 | 1,535,442 |
| Provision for Medicaid/ADM Paybacks | 1,383,195 | 1,330,097 |
| Note Payable | 0 | 0 |
| Total Liabilities | \$3,261,657 | \$3,170,837 |
| Net Assets | \$3,642,363 | \$3,154,741 |
| Total Liabilities and Net Assets | \$6,904,020 | \$6,325,578 |

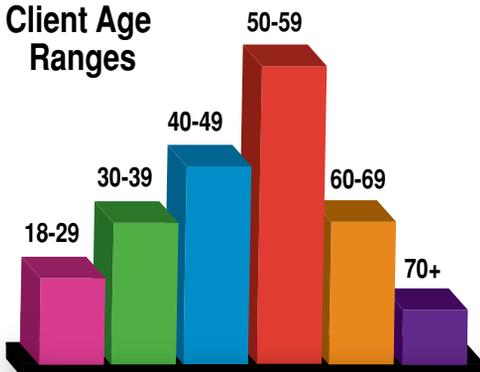
2010 Revenue \$16,880,159



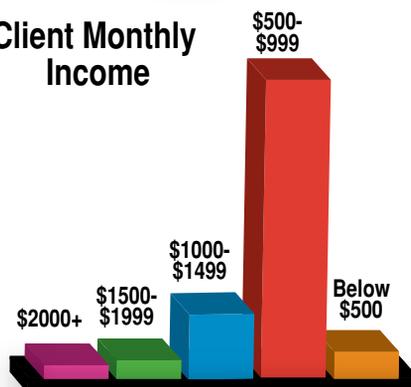
2010 Expenses \$16,392,537

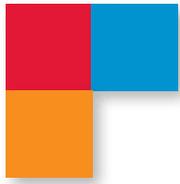


Client Age Ranges



Client Monthly Income





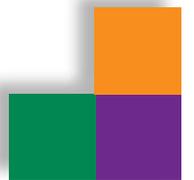
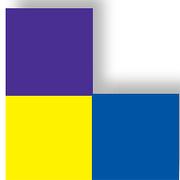
Community Support Services is proud to be a part of Prism Health, an innovative new behavioral healthcare venture designed to create opportunities for providers, customers, and employees.

Prism Health is a collaboration among four of the leading behavioral health entities in Summit County - Child Guidance & Family Solutions, Community Health Center, Community Support Services, and Portage Path Behavioral Health - who collectively serve 33,000 area residents with a full array of behavioral and health services such as outpatient counseling & psychiatry, emergency psychiatric services, case management, crisis intervention, video therapy, addiction treatment, and specialty services like housing, employment, criminal justice diversion programs, homeless outreach, medical, and other supportive services. Prism Health member agencies employ over 770 people at 20 locations.

Prism Health was born of necessity as we struggled to keep up with increased demand in the face of shrinking funding. Working together has enabled us to harness our collective purchasing power, eliminate duplication, and realize various efficiencies. These saving have assisted us to serve the many people caught in difficult financial circumstances due to the recession while managing to absorb severe cuts in support from the State of Ohio.

As we move forward, Prism Health is looking to build a stronger network of care for residents in northeast Ohio. In the coming year, we will be creating a Call Center where anyone with a mental health or substance abuse need can call one number and quickly be connected with the appropriate service provider. This service will also be adapted for use online. In addition, the four members are developing "one-stop shops", where all behavioral health needs can be met under one roof.

If you would like more information about Prism Health visit www.prism-health.com.



DONATIONS - JANUARY THRU DECEMBER

Your support of Community Support Services is greatly appreciated!

Thank You!

Abbott Laboratories
Anonymous
Joanne Arndt
AstraZeneca
Azur Pharma
BeST Center
Deborah Betts Moore-Roberson
James Bournival
Kay Bowman
Mary Brackle
William Breitenbach
Bristol-Myers Squibb
Eric Brown
Fran Campanella
Janine Casey
Charity Clark
Stacie Coffman
Carol Coleman
Sharon Dalton
Terrence Dalton
David DiSalvo
Paula DiVencenzo
Linda Dubnicka
Kathy DuBose
Tina Durant
Carol Eddy
Tahmina Elahi, MD
The First Congregational Church
and Children's Center
Forest Pharmaceuticals, Inc.
Michael Gaffney
Patricia Galon
Jon Garey
Art Greenberg
Lisa Greenfelder

Michael Greenfelder
Eli Lilly and Company
Carole Harwood
Pamela Hawkins
Robert Heffern
Marilyn G. Henke
Lynda Henry
Robert Hermanowski, MD
Horace Highland
Karen Hrdlicka
Janssen Pharmaceuticals
Cindy Johnson
Joyce Johnston
Janice Jones
James Karpawich, PhD
Rick Kavenagh
Eric Kelly
Klein's Pharmacy
Joan Leff
Susan Lines
Kimberly Meals
Merck & Co.
James E. Merklin
Yvonne Miller
Vicki Montesano
Marcus Moore
Penny Moore
David Morris
John Myers
NAMI Summit County
NEOUCOM Students
Novartis Corporation
Linda F.R. Omobien
Lisa Oswald
Ned Palm

Delores Paul
Chris Paxos
Gregory Peterson, MD
Pathology Laboratories, Inc.
James Pianalto
Ann Pipoly Pfizer
Heather Queen-Williams, MD
Helen Reedy
Mel Reedy
Round River Consulting
Isatou Sagnia
Beverly Saunders
Martha Schaal
J.P. Schippert
Eileen Schwartz, MD
Frank Sepetauc
Valerie Sherman
Shire Pharmaceuticals, Inc.
Susanna Shoffner
Kimberly Shontz
Danielle Sims, PhD
Steve Singleton
Dalia Spisak
Keith Stahl
Sunovion
TEVA Pharmaceuticals
Norma Thoman
Carol Trende
Roxanne Troyer
Angela Tucker Cooper
Maureen Van Duser
Douglas Wagner
Welty Family Foundation
Sue Williams
F.N. Young



Community Support Services apologizes for any omission of donors