

# *Leading Your Journey to Mental Health*

*Annual Report 2014*







## 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





# Leadership

## **EXECUTIVE COUNCIL**

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President/CEO	Terrence B. Dalton, M.Ed., LSW
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Vice President of Rehabilitation/COO	Frank Sepetauc, LPCC, CRC
Medical Director	Robert W. Hermanowski, M.D.
	Manzoor Elahi, MD
Director of Administration	Douglas A. Wagner, SPHR
Director of CPST and Specialized Services	Linda F.R. Omobien, MA, LPCC, LSW, LICDC
Director of Employment & Forensic Services	Penny Moore, M.A., LPCC, CRC
Director of Information Technology	Jon Garey, MSCIS
Director of Quality, Education, & Marketing	Kimberly A. Meals, M.Ed., LPCC-S
Director of Residential Services	Keith Stahl, MSW, LISW

## **BOARD OF DIRECTORS - 2014**

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Duane Myatt  
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Leslie Powlette Stoyer  
Rev. Kevin Strickland  
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Karen Hrdlicka  
Michael Kura  
Susan Lines  
James Merklin  
Marcus Moore (as of April 2014)  
James Pianalto  
Helen Reedy (as of April 2014)  
Angela Tucker Cooper  
Maureen Van Duser

### ***Emeritus Director***

Norma Thoman

# *A Journey to Health*

Many of us take life for granted, never expecting the unexpected. For others, life becomes a real challenge when confronted with temporary or life-long health concerns. If you or someone you care about is living with a chronic illness or disability, this journey toward a healthy life experience can be challenging and frustrating, if not entirely elusive.

For twenty-six years, Community Support Services has endeavored to assist thousands of individuals on their journey to mental wellness. 2014 was no different than the previous twenty-five years. Community Support Services provided services to more than 3,000 individuals.

In 2014, the agency expanded further our coordination and delivery of services to veterans and their families who are experiencing homelessness. The agency continued to offer Supportive Services to Veterans Families (SSVF) and opened a Safe Haven facility for homeless veterans. The program has worked with veterans from World War II, Korea, Vietnam as well as the more current conflicts in Iraq and Afghanistan. Community Support Services is proud to partner with the Veterans Administration to serve these individuals and their families who have given much to provide us the freedom we so cherish.

Whether we are serving a homeless veteran with PTSD or a person with severe and persistent mental illness, attempting to establish stability and provide safe and affordable housing is often a challenge. Community Support Services, in partnership with Testa Builders and National Church Residences, was honored to open The Commons at Madaline Park in June 2014 to provide 60 Supportive Housing apartments for veterans, individuals with severe and persistent mental illnesses and other eligible residents of Summit County who are experiencing life-long disabilities. Without safe and affordable housing, an individual's journey to wellness is nearly impossible.

As we reflect upon our accomplishments during 2014, we would be remiss if we didn't thank our clients for partnering with us on your journey, our funders for providing us with the resources to serve our clients, our staff who make this all possible, and for you the reader who have stood by us, encouraged us, and challenged us to ensure individuals who are challenged by mental illness have the resources needed on their journey to mental wellness. We are grateful to you all!

We encourage you to page through this year's annual report and see a few of the highlights of 2014.



*Terrence B. Dalton, MEd, LSW*  
*President/CEO*



*Paul Jackson, Esq.*  
*Board Chair*



# Honoring the Service of Paul Jackson

Community Support Services is honored to recognize Mr. Paul Jackson, Esq. Mr. Jackson is a Partner with Roetzel & Andress law firm.

In 2014, Mr. Paul Jackson celebrated his 20th anniversary with Community Support Services as a member of its Board of Directors.

Mr. Jackson joined the Board of Directors in 1994 to fill a partial term. He was re-elected for a three year term. After he served the maximum time possible as an active Board Member, Mr. Jackson was elected to be an Honorary Board Member. In 2005, he again returned to his role as an active member of the Board of Directors.



Throughout Mr. Jackson's 20-year commitment to Community Support Services, he has served in a number of capacities including his most recent as the Board Chair of Community Support Services.

Mr. Jackson has served on the Audit Committee, Board Development Committee, Human Resources Committee, Finance Committee, and the Executive Committee. Additionally, Mr. Jackson has served as the Treasurer, twice as the Vice-Chair of the Board, and two periods as the Chair of the Board of Directors.



*Paul Jackson and Terrence Dalton, President/CEO  
Community Support Services.*

As the agency continued to build its array of services since opening its doors in 1988, Mr. Jackson was instrumental in helping to guide the organization through his effective leadership as an active member of the agency's Board of Directors. Throughout Mr. Jackson's involvement with Community Support Services, he has given not only his time, but has been generous in his financial support of the organization.

Community Support Services is grateful for Mr. Jackson's enduring support of mental health as well as his unrelenting commitment to the agency's mission.



*Art Wickersham, former President/CEO  
Community Support Services,  
and Paul Jackson*

# Annual Agency Recognition

During its Annual Meeting, Community Support Services celebrated many in the community who have helped to support the mission of the agency.

## Community Services Award - Akron Barber College, Inc.

Every year, more than 500 haircuts are provided to clients of Community Support Services by The Akron Barber College. In 2007, NAMI Summit County partnered with the Akron Barber College to provide grooming services to persons living with severe and persistent mental illnesses. Community Support Services proudly recognized Akron Barber College for creating an atmosphere for clients to feel comfortable and respected. Staff have remarked, "Barber College staff are always patient and understanding even when a client is having a bad day." One client had her hair cut on her birthday. She was given a "special birthday cut." Another staff stated, "The barbers are always courteous and respectful. They never embarrass a client who has some hygiene challenges." The Hair Care Program helps to restore the dignity and boost the self-esteem of persons living with mental illness.

## Community Service Award - WAKR/WONE/WQMX



*Art Greenberg, Joyce Lagios, VP Promotions and Marketing, Rubber City Radio Group and Terrence Dalton, CSS*

Community Support Services was proud to recognize WAKR/WONE/WQMX, part of the Rubber City Radio Group. For many years, Rubber City Radio Group has been supportive of the agency's mission. For more than 7 years, Art Greenberg, of Rubber City Radio, has been an active member of our Board of Directors. Through Art's impressive list of community connections, he has introduced 27 individuals to the agency by inviting them to our Lunch with Leaders. Additionally, Art has provided us with numerous opportunities to be represented at community events sponsored by the Rubber City Radio Group, including the quarterly Senior Luncheons.

In addition to the Lunch with Leaders and community events, the radio station has contacted the agency as a resource when mental health related events have affected the local, state, or national community. Whether it be a 30 minute segment or a brief telephone interview with Ray Horner, Rubber City Radio has demonstrated a commitment to educating its listening audience about mental illness, recovery, and the services provided by the agency and the ADM Board System of Care.



# Recognition Continued

## Donor of the Year - The Black Keys

In 2014, Community Support Services was once again the beneficiary of the generosity of Akron's own, The Black Keys. Alfred McMoore, a longtime client of the agency, is credited with providing the name for the band. Alfred would leave incoherent messages on the answering machines of the fathers of the band members, stating, "Your black key is taking too long." When the band formed in 2001, they borrowed Alfred's line. The Black Keys were born. Following Alfred's death in 2009, The Black Keys have been supportive of the mission of the organization, including a memorial concert honoring Alfred. Proceeds from the concert created The Black Keys Alfred McMoore Memorial Fund. Last year, the Black Keys designated portions of the sale of a hamburger, created in their honor by Umami Burger, to the agency. The Black Keys also provided an autographed electric guitar, which was sold through an online auction.



*Dan Auerbach and Patrick Carney  
The Black Keys*

Recognizing the creative spirit of Alfred, as well as the musical talent of The Black Keys, Community Support Services is using donations from The Black Keys to support the development of the Expressive Arts Therapy program.

## Employer of the Year - CHOICES: A Community Social Center



*(left to right)*

*Alisa Harris,  
Supported Employment Specialist,  
CSS*

*Sheila White, Director Choices*

*Terrence Dalton, President/CEO  
Community Support Services*

Work Tech...Community Support Services was proud to recognize Choices Social Center as the Employer of the Year for its consistent dedication to being a positive resource in our community. Choices Social Center is always receptive to working with clients of the agency. Choices has allowed us to assess clients in a "real working environment" to help develop necessary employment skills. This experience assists the clients to prepare for joining the workforce. Additionally, Choices has extended permanent job opportunities to several clients.

Choices Social Center always provides essential feedback to employment staff and clients to assist in the recovery process.

# Staff Recognition

## 5 Year Employees

Connie Shambaugh, Michelle Mace, Rebecca Thompson, Joyce Foster, Denise Cunningham, Agnes Andrasak, James Stewart, Brenda Ward-Brown. (not pictured) Jennifer Jefferson, Sheila Kerns, Kristine Lloyd Lezley May, William Simons



## 10 Year Employees

Stephanie Sanders, Ricka Laramore, Darrell Hill, Jim Bournival, Barbara Dent, Stephen Jones. (not pictured) Kimberly Chimenti, Dorothea Hilson, Ragan Leff, Linda Marcinko, Sheldon Might



## 15 Year Employees

Shayne Donald  
Latoya Lewis  
Wilma Thomas  
Edison Spruill  
(not pictured) Suzanne Gorman & Ernest Wadley



## 20 Year Employees

Terri Shavers  
Gloria Garden  
Ellen Huey-Rex  
Eileen Schwartz  
(not pictured) James Gargan



## 25 Year Employees

David Morris  
Keith Bowens  
Susan Ritz  
Cheryl Newman  
James Karpawich  
(not pictured) Kimberly Watkins





# Agency Recognition

## Employee of Distinction

Community Support Services had five dedicated staff recognized by Goodwill as Employees of Distinction.

*Congratulations!*

**Danya Bailey** • Benefits Community Rehabilitation Specialist  
**Crystal Dunivant** • Community Psychiatric Support Treatment Trainer  
**Tracey Hawkins** • Regional Community Rehabilitation Specialist  
**Gordana Nikolic** • Regional Community Rehabilitation Specialist  
**Mandy Smart** • Assertive Community Treatment Community Rehabilitation Specialist

## Hill Day 2014

In May 2014, more than 1,000 behavioral health leaders, Board of Director members of behavioral health agencies, consumers, and other community stakeholders joined together to participate in the National Council of Behavioral Healthcare's annual Hill Day. For the fourth consecutive year, Community Support Services was pleased to participate in this important event. Representatives from Community Support Services and other Ohio-based behavioral health organizations were able to meet with Ohio's congressional leaders in an effort to advocate for increased funding of behavioral health services and awareness of the need for mental health services.



## United Way Day of Action

Community Support Services was honored to again participate in this year's United Way Day of Action. We also had several management staff working at two sites: Tarry House and Catholic Charities.



## Holiday Bagging

Annually, Community Support Services packs nearly 1600 holiday bags for clients of the organization. Many agency staff and community members volunteer to assist with the packing extravaganza. For many of our clients, this represents the only "present" they will receive during the holidays. We are grateful for the continued support of NAMI Summit County who helps make this possible.



## NAMI Walks

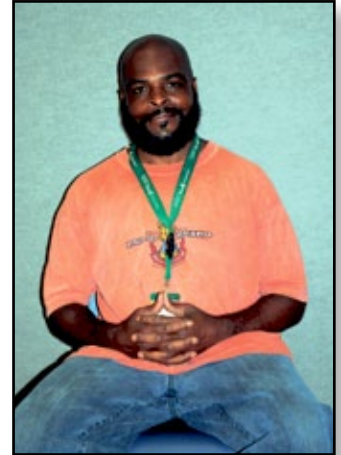
Community Support Services proudly served as a Silver Sponsor of the annual NAMI WALK. The agency also had a number of clients, staff members, and members of the Board of Directors participate in this year's NAMIWALK. We are grateful for the ongoing support NAMI of Summit County provides to the agency as well as family members and clients.



# Leading your Journey to Mental Health through Supported Employment

Supported Employment (SE) is an evidence-based practice that utilizes core principles, such as consumer preferences, rapid job search and placement, integration with mental health services, benefits advocacy, and time-unlimited supports, to help persons with mental illness find competitive jobs in the community. The research demonstrates the principles of SE produce more positive consumer outcomes and improved program and system outcomes. Employment also has a positive impact on other areas of treatment and recovery for consumers of mental health services.

The agency offers a weekly initial vocational rehabilitation orientation. Consumers may attend by self-referral or be referred by their Community Rehabilitation Specialist (CRS). Employment staff meet with consumers interested in competitive employment. This is the starting point for consumers to engage in supported employment services. The Employment staff will assist consumers in identifying a vocational goal based on strengths, needs, abilities, and preferences, as well as the services needed to attain that goal.



In 2014, the Supported Employment program made significant changes in referral and funding sources. Previously, referrals had been accepted and funded only from Opportunities for Ohioans with Disabilities (OOD) through the vocational rehabilitation partnership contract CSS had with OOD. In October 2014, the OOD contract was not renewed by Community Support Services and the Alcohol, Drug Addiction, and Mental Health Services Board (ADM) of Summit County agreed to fund supported employment services.

Referral sources were expanded to include consumer self-referrals as well as permitting providers of mental health services in Summit County to refer consumers. In the last quarter of 2014, referrals more than doubled.

Supported Employment is based on the premise that it is better to help individuals with mental illnesses find jobs and wrap supports around them while they are performing these jobs. Supported Employment Specialists (SES) work closely with referred consumers from the initial employment services referral through job-seeking skills training, job search, placement, job coaching, and follow-along supports for as long as a consumer needs it to remain successfully employed. These services provide a way for individuals to recognize and build on their strengths and identify ways to get and keep a job.

More than job placement, Supported Employment offers assistance throughout every phase of the vocational process: work-readiness, job search, making applications, interviewing, starting, and keeping jobs. This offers the opportunity for consumers to explore their options and provides hope for those who aspire to become productive, valuable and empowered members of their communities.

**129 Consumers Entered Supported Employment**

**39 Placed in Employment**

**56 Consumers Received Follow-Along  
Employment Support**

**Average Hourly Wage - \$10.10/hr**

**Average Weekly Hours – 22 hours**

## *Perseverance*

*In July 2013, Lynell entered the agency's employment program, hoping to secure permanent employment. Prior to engaging with Supported Employment Services, Lynell had several brushes with the law and incarcerations due to his convictions. In March 2013, Lynell made the decision to change the course of his life and knew that securing employment was the best way to do so. In the beginning, Lynell was enrolled in an in-depth machinist program, which he successfully completed. Despite completion of this 272 hour program, he continued to struggle to secure employment due to his criminal background. Lynell did not give up and continued to work to improve his life and set positive examples for his two children. For nearly a year, Lynell worked a job in which he traveled 2 hours each way via bus to provide for himself. Despite countless applications and interviews, he continued to be turned away.*

*On November 3, 2014, Lynell began working as a part-time Commercial Cleaner with Community Support Services. Lynell continues to express gratitude for this opportunity and expresses satisfaction with his position. Lynell's supervisor reports satisfaction with his job performance and willingness to assist his coworkers. Since obtaining the job at Community Support Services, Lynell has not missed one day of work, and despite his own challenges, Lynell has been encouraging to others, including staff.*



# Leading your Journey to Mental Health through Returning Home Ohio

Returning Home Ohio (RHO) is a permanent supportive housing program that targets offenders released from the Ohio Department of Rehabilitation and Correction (ODRC) state institutions. These individuals are identified as homeless or at risk of homelessness upon release and fall into one of 2 categories: 1) Severe and persistent mental illness (SPMI) with or without a co-occurring disorder; 2) HIV with or without a SPMI. RHO is a collaborative program with ODRC and Corporation for Supportive Housing (CSH) created to prevent homelessness and reduce recidivism in this population. RHO offers a cost effective combination of safe, affordable housing with a range of supportive services that help participants live stable, independent, and healthy lives. Linkages and partnerships with local resources and community organizations provide additional options for services and continued rental subsidy, which are essential to the program.

Referrals can be accepted for an offender up to 120 days post release. Priority is given to offenders identified as being most likely to require supportive services in order to maintain housing and stability. Referrals are also accepted from community providers, such as homeless shelters, Projects for Assistance in Transition from Homelessness (PATH) and halfway houses.

CSS was awarded the RHO grant to house 14 individuals who met the criteria. During 2014, this supportive housing program began in earnest. Individuals accepted for RHO were housed and engaged in services at CSS. Most become eligible for various benefits offered in the community (SSI, SSDI, Medicaid) and the rent is adjusted, so they contribute to their expenses. Some individuals will eventually qualify for other long-term housing resources or be able to support themselves independent of RHO funds.



*"Tiger" at his apartment*

## *Redemption*

*In 2014, "Tiger" was referred to the Returning Home Ohio program following a three year sentence in a state correction facility. The Returning Home Ohio program has been instrumental in aiding him in the transition from prison to the community while helping to provide the needed supports for him to be successful.*

*"Tiger" has struggled with his symptoms of mental illness for many years. He is diagnosed with schizoaffective disorder. He has had an ongoing struggle with marijuana and alcohol. "Tiger" also has numerous health concerns, including sleep apnea, glaucoma, and gastroesophageal reflux disease. Previously, "Tiger" was shot and stabbed.*

*"Tiger" dropped out of school in the 9th grade. He didn't pursue his GED. He has struggled to maintain*

*employment. "Tiger" has been through various drug treatment programs. He participated in the Mental Health Court program. "Tiger" has had numerous arrests.*

*Since becoming part of the Returning Home Ohio program, "Tiger" has been able to obtain housing, consistently attend appointments with the psychiatrist and primary care physician, and receive other supportive services to assist him with his mental illness and substance use concerns. With the support of the Returning Home Ohio program, "Tiger" is keeping his apartment clean. He is taking his medications as prescribed, and he is spending time with his family.*

*"Tiger" stated, "I thank God and Community Support Services for the chance to get on my feet. When I was in prison, I didn't know what I was going to do. I didn't know where I was going to go. I feel like I am on the right track. I enjoy spending time with my family, including my son."*

# Leading your Journey to Mental Health Commons at Madaline Park

The Commons at Madaline Park represents a new era for Community Support Services. As a service-enriched facility, the Commons at Madaline Park is more than an apartment building, it is an opportunity for tenants to transform their lives. The purpose of the Commons at Madaline Park is to provide quality, affordable housing while providing residents access to supportive services they may need in order to achieve the highest possible standard of living. The apartment building features full time professional case workers, 24 hour staffed front security desk, job training, employment resources, peer services and a blended management structure, allowing residents to peacefully co-exist.



Trent Schneider III

Stephen Kellar  
Community Rehabilitation Specialist

Supported housing programs have been shown to increase housing stability, assist persons in maintaining employment, improve mental and physical health, complete schooling, and reduce active substance use.

After more than four years and countless obstacles, another option became available to assist homeless persons secure safe and affordable housing. The development team, steadfast in their commitment to open The Commons at Madaline Park, fought for individuals who often are voiceless. The results of this committed fight are magnificent. The theme of the Commons at Madaline Park, metamorphosis of the butterfly, is represented throughout the building in inspirational messages and art work. This theme was chosen as it represents many of the tenants of the building. For persons who are chronically homeless and/or living with severe mental illnesses, it feels as if all too often society gives up when individuals often need the assistance the most.

An old saying, "Just as the caterpillar thinks its life is over, it becomes a butterfly," symbolizes the change possible for residents of The Commons of Madaline Park. The staff of Community Support Services and its partners are dedicated to transforming lives through the opening of The Commons at Madaline Park.



The opening of the Commons at Madaline Park demonstrated the power of collaboration and determination. Testa Builders, National Church Residences, Community Support Services, and all of the partners in this endeavor remain committed to providing quality housing opportunities for persons most in need.

A second 60 unit building will be built adjacent to the first building, creating a campus feeling for the tenants. The Commons at Madaline Park II is currently scheduled to open in 2016 with ground breaking in 2015. This facility, with the same attention to detail, will also feature a greenhouse.

## Believing

*In 2010, Trent returned to Ohio after living in Michigan for a period of time. Due to difficulty with maintaining employment to have funds for housing, Trent ultimately stayed at a local homeless shelter, The Haven of Rest. At the time, Trent was receiving services at Portage Path Behavioral Health. As a client of Portage Path, Trent was able to access Liaison Case Management services. While working with a case manager from Community Support Services, it was noted Trent's social phobia severely hampered his ability to follow through with tasks.*



*The Liaison Case Manager assisted client with researching housing options as well as completing the application process with Akron Metropolitan Housing Authority. As Trent was searching for housing, there was a request for applicants for the Commons at Madaline Park, a supportive living facility set to open in the summer of 2014.*

*Trent moved into the 60-unit facility on June 5, 2014 as the first resident of this innovative housing project. Trent recalls, "I was so excited to move in to the Commons." Trent was transferred to Community Support Services from Portage Path Behavioral Health. As a client of the agency, he is benefiting from several services including primary care, on-site psychiatry at the Commons at Madaline Park, case management, and employment.*

*After residing at the Commons at Madaline Park for several months, Trent applied for a position at the Commons. Proudly, he is now the Commercial Cleaner for the Commons. He remarked, "People tell me I do a good job. They want me to work at the other building when it opens."*

*As Trent talked about his journey, it is clear his social phobia has dramatically improved. Eagerly, he talks about his success while highlighting the benefits of the Commons as he offered a tour of the facility.*

*Looking back, Trent indicated he never could have imagined his life being where it is today. He stated, "I didn't believe it was possible. God helped me. It seems everything came together at the right time." He shared the facility is beautiful. He describes the other residents and the staff as helpful and friendly. He is grateful for the supportive staff who assist him. Trent offered to others, "If you have the will, it can be done."*

## *Leading your Journey to Mental Health through Case Management*

Since Community Support Services opened its doors in 1988, one of the hallmark services offered to clients of the agency is community-based case management. Twenty-six years later, case management remains an essential and vibrant agency service. The case management providers annually provide more than 75,000 hours of service to nearly 3,000 Summit County residents living with severe and persistent mental illnesses.

Community Support Services provides case management using a recovery-based model focused on individualized needs of clients with an emphasis on skill building. Case management providers assist in numerous ways, including planning for hospital discharge, teaching more effective coping skills, and modeling appropriate social behaviors. The majority of the case management activities are performed in the community with an effort to assist clients to fully engage in the community. A treatment plan is developed with the client at the onset of services. This plan, reviewed at least every 6 months, serves as a road map for the client's treatment.

### *Possibilities*

*Last fall, Charles was referred to Community Support Services after being admitted to the Crisis Stabilization Unit. Charles previously had three suicide attempts. He had numerous health concerns, including elevated blood pressure, COPD, migraines, and congestive heart failure. He also had struggled for many years with his addiction to alcohol and prescription pain medications. He was being treated for depression and anxiety.*

*The case manager assisted the client to secure housing as he had been homeless prior to his admission to the agency. Initially, he agreed to be admitted to one of the agency's 24/7 group homes. While in the group home, he worked with the case manager to obtain his birth certificate, Social Security card, and state identification card. He also was engaged in ongoing medical treatment. He was able to see an eye doctor and a dentist. He applied for Social Security Disability. As Charles struggled with substance use throughout his life, he acquired several legal charges including DUI, open container, and contempt of court. With the assistance of the case manager, he has addressed his legal concerns.*

*Less than one year ago, Charles didn't see all of this as possible as he contemplated killing himself. With appropriate treatment and support, Charles has made significant progress. He sees the psychiatrist regularly, attends AA meetings frequently, addresses his health issues, and lives in his own apartment. While the case manager isn't seeing Charles as frequently, due to the client's improvement, the case manager remains involved with periodic visits.*

# *Leading your Journey to Mental Health through the Veteran Safe Haven*



*Veteran Safe Haven Facility*

In August 2014, Community Support Services in collaboration with the Veteran's Administration opened the Veteran Safe Haven. This facility follows the Housing First model, providing affordable housing as quickly as possible for a person experiencing homelessness. Supportive services and connections to community-based supports begin to address the concerns that may have led to homelessness. Persons referred to the Veteran Safe Haven receive medical and psychiatric services as needed from the Veteran's Administration.

Referrals to the Veteran Safe Haven are typically made by the VA Community Resource and Referral Center, caseworkers with the Supportive Services for Veteran Families, or other VA-related providers. Most of the veterans referred to the Safe Haven facility have had difficulty with substance use and post-traumatic stress disorder.

Darrell Hill, Safe Haven Supervisor, remarked, "The camaraderie among the residents of the facility has been remarkable. It truly has contributed to the success as the veterans are able to talk with each other about shared experiences." He describes the Safe Haven has a "place of refuge from the hardships of the streets."



*Torrance, an early resident of the  
Veteran Safe Haven*

*Torrance, an Army veteran, entered the Veteran Safe Haven after he found himself homeless following challenges with a local property owner. Prior to this, Torrance had struggled with substance use. He moved into the Veteran's Safe Haven with very little to his name. He commented, "I couldn't believe something like this was available when I needed it. I want to be sure other vets know there is help available."*

*Shortly, Torrance will be moving to an apartment using a Housing Choice voucher specific for veterans. While a resident of the Veteran Safe Haven, he was able to save money for his upcoming move as well as pay outstanding fines and has his license reinstated. Additionally, Torrance is excited to begin a job assessment as a transporter at the Veteran's Administration, Wade Park.*



# The Payeeship Program

Representative Payee Services is one of the means where Community Support Services assists clients to live successfully in the community. The primary goal of this program is to work with an individual to develop a program of money management to meet basic needs of everyday living with the hope the person will be able to become his or her own payee.

Acting with the individual's assigned Community Rehabilitation Specialist (CRS), a budget is established to indicate the basic needs (rent, food, utilities, and other living expenses) compared to the monthly income received. Also, a "rainy day savings fund" is established to meet unforeseen special expenses that may arise in the future.

Each month, the agency's Payeeship staff record the individual's income received from the Social Security Administration, Veterans' Administration or other income sources and pays out the various items indicated in the individual's budget. An on-line account is available to view how each person's budget is performing, make needed updates, and denote any funds still available.

In 2007, Community Support Services enhanced this "program" by supplementing the capability of an individual obtaining a debit card in his or her own name. This enables the individual to access funds transferred to his/her own account while teaching valuable budgeting skills. These transfers are set up as a specific line item in the monthly budget and includes the frequency of the funds transfer (weekly, biweekly, monthly, etc.).

These services are just one of the many methods Community Support Services utilizes to assist individuals to live independently in the community by learning how to handle and allocate their individual financial resources.

## The Numbers

- 700+ Individuals placed on Representative Payeeship through the agency
- \$580,000 deposited into individuals' accounts
- 445 individuals use the debit card, transfer in excess of \$147,000 to these debit card accounts monthly
- 1600 checks cut monthly for expenses
- Pay rent to 225 Landlords
- 466 Aldi's Vouchers – Average \$100.00 per month
- Purchase 105 Monthly Bus Passes

# Managing Information to Improve Quality of Care

Supporting the clinical and business operations of the organization is a critical role for Information Systems. The Health Information Systems department is responsible for managing the paper and electronic information in the clinical health record while the Information Systems department is responsible for maintaining, securing, and supporting the information technology used in the organization.

The department plays an integral role in the maintenance of information maintained in the paper and electronic healthcare record. The department serves as the central hub for transfer of clinical documentation with collaborating partners in the care of persons served. In 2014, the department processed 2990 information exchanges with external providers.

The organization utilizes an electronic health record accessible via the Internet. By storing health information electronically, clinical providers are able to obtain clinical health information from any device that can access the Internet. This information includes current medication lists, lab results, and allergy information as well clinical notes. The department has been engaged in an initiative to scan existing paper records into the electronic health record providing the full history of consumer care electronically. For some individuals, this can be more than 25 years of history.

Having an ability to access this information electronically has created efficiencies that improves clinical care. As an example, if an individual is hospitalized, the clinician can immediately access information instead of waiting on a records request. The record also provides the clinician with the ability to quickly communicate with other members of the treatment team.

The Information Systems department provides computer configuration and support, data analysis and reporting, and software development to enhance the clinical and business operations of the organization. The department is also responsible for ensuring the information maintained in these systems remains secure and meets HIPAA requirements for the protection of health care information. This group supports the computing and networking equipment in the buildings on the main campus and provides remote connections to all agency operated facilities via VPN technology. This ensures that the remote sites have access to the same electronic resources available on the main campus.

# Donations

Akron Bible Church, Baskets of Love  
Akron/Peninsula Veteranian Office  
Andrasak, Agnes  
Arnold, Vicki  
Aronhalt, Letha  
Baker, Thomas  
Barr, Michael  
Betts Moore-Roberson, Deborah  
Black, Tammy  
Bournival, James  
Bowman, Kay  
Brackle, Mary  
Bruegger's Bagels - Stow  
Burgan, Katelyn  
Bussey, Susan  
Cimini, Karen  
Covey, Ashley  
Cross Fit Fairlawn  
Cunningham, Denise  
Dalton, Terrence  
Decker, LuAnne  
Denton, Andrea & Doug  
DiSalvo, David  
Donald, Shayne  
DuBose, Kathy  
Dunivant, Crystal  
Eddy, Carol  
Edgar, Timothy  
Edwards, Janet  
Elahi, Manzoor  
Elahi, Tahmina  
Farrell, Brenda  
Fettman, Steven  
First Congregational Church & Children's Ctr.  
Formerly Homeless Foundation  
Frost, Ed  
Garey, Jon  
Gorman, Suzanne  
Goldyn, Marianne  
Greater Temple Baptist Church  
Greenberg, Art  
Greenfelder, Lisa  
Greenfelder, Michael  
Hamlin, Elizabeth  
Harris, Maggie  
Hartmann, Kimberly  
Harty, Jim  
Henley, Karl  
Henson, Tim & Diane  
Hermanowski, Robert  
Hewett, JoAnna  
Hiremath, Kotreshwar  
Hoban High School  
Holloway, Brenda  
Horak, Anthony  
Hrdlicka, Karen  
Info Line

Isabella's Closet  
Ivy, Mary Anne  
Jackson, Paul  
Jenkins, Betty  
Johnson, Cindy  
Jones, Janice  
Justice, Joyce  
Kandes, Carrie  
Klein's Pharmacy  
Koenig, John  
Kormanik, Charles W.  
Leff, J. Ragan  
Lines, Susan  
Lochridge, W. Riley  
Maddox, Stephen  
Marcinko, Linda  
McGlinchy, Michael  
Meals, Kimberly  
Means, Tania  
Merklin, James  
Miller, Yvonne  
Montgomery, Michell  
Moore, Penny  
Morris, David  
Mullen, Karen  
Mullender, Timothy  
NAMI of Summit County  
Newman, Cheryl  
Omobien, Linda  
Oswald, Lisa  
Patterson, Vicki  
Perry, Duane  
Peterson, Gregory  
Pokharna, Pratibha  
Poole, Patrica  
Queen-Williams, Heather

Reedy, Helen  
Ronk, Denise  
Saunders, Beverly  
Schaal, Martha  
Schwartz, Eileen  
Sepetauc, Frank  
Shambaugh, Connie  
Shavers, Terri  
Sheets, Lori  
Sims, Danielle  
Siriani, Tammy  
Snyder, Lee  
Stahl, Keith  
Stewart, James  
Swartzel, Janet  
Temple Beth Shalom  
Testa, Helen  
Testa, Paul  
The Exchange  
The Vana Family Foundation  
Thoman, Norma  
Thomas, Wilma  
Trout, Wanda  
Tucker-Cooper, Angels  
Van Duser, Maureen  
Wagner, Douglas  
Ward-Brown, Brenda  
Washington Women's Foundation  
Wilder, Tonya  
Wilke, Todd  
Williams, Caroline  
Winer, Bruce  
Wojno, Erin  
Young, Rick & Joanne  
Zilch, Marissa

***Your Support of Community Support Services  
is Greatly Appreciated!***



***Community Support Services apologizes for any omission of donations received between 1/1/14 - 12/31/14***



# Financial Statement

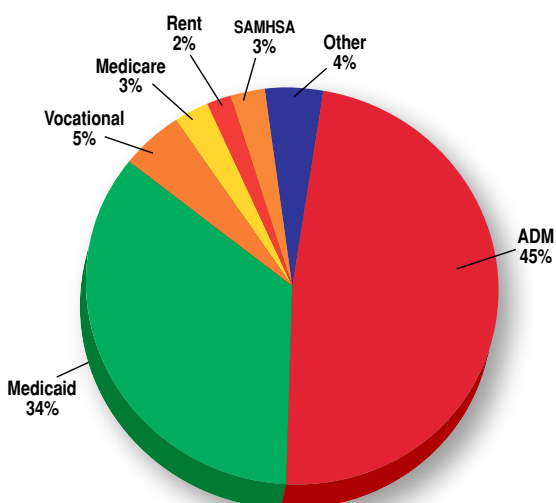
## Assets

	2014	2013
Cash and Cash Equivalents .....	\$1,455,687	\$1,590,561
Accounts Receivable - net .....	2,335,198	2,653,724
Prepaid Expenses .....	50,218	387,928
Property & Equipment .....	3,790,729	3,910,906
Other Assets .....	1,976,106	1,169,433
<b>Total Assets .....</b>	<b>\$9,607,938</b>	<b>\$9,712,552</b>

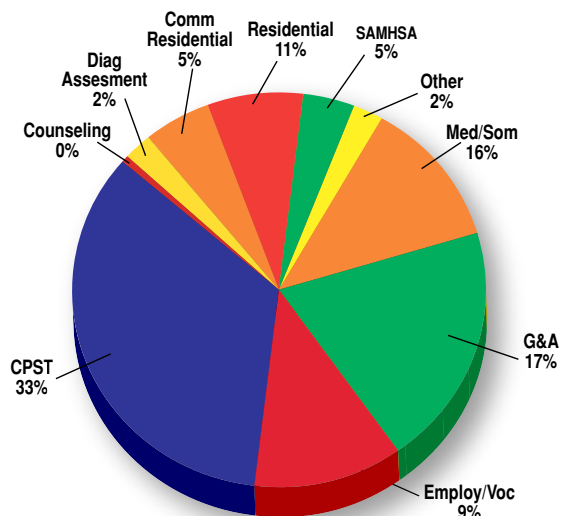
## Liabilities

Accounts Payable .....	398,803	517,979
Accrued Liabilities .....	3,733,650	2,992,170
Mortgage and Loans Payable .....	865,770	1,784,797
Provision for Medicaid/ADM Paybacks .....	885,331	885,331
<b>Total Liabilities .....</b>	<b>\$5,293,223</b>	<b>\$6,180,277</b>
<b>Net Assets .....</b>	<b>\$4,314,715</b>	<b>\$3,532,275</b>
<b>Total Liabilities and Net Assets .....</b>	<b>\$9,607,938</b>	<b>\$9,712,552</b>

**2014 Revenue \$17,814,689**

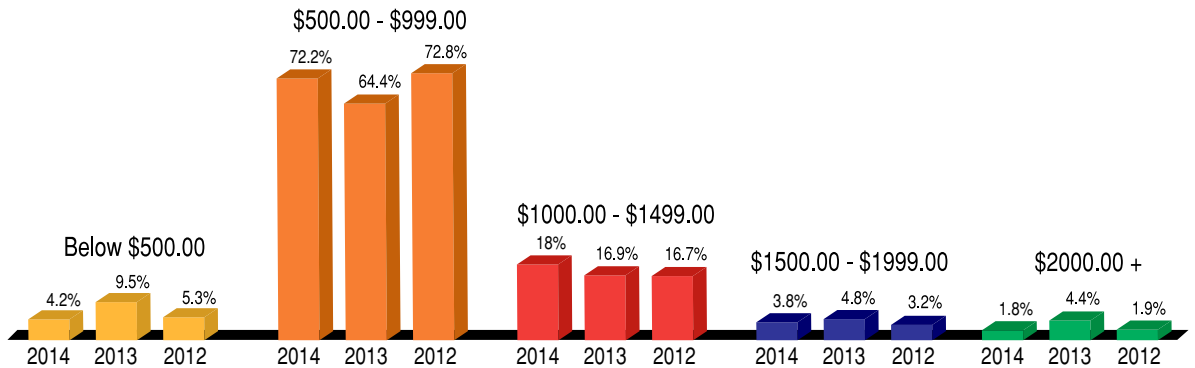


**2014 Expenses \$17,032,249**

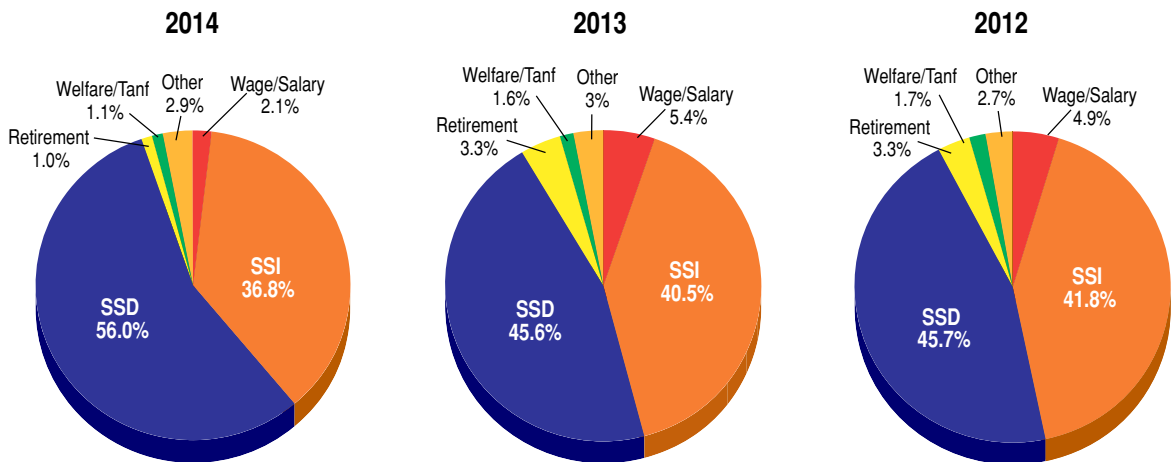


# By the Numbers

## Monthly Household Income



## Income Source



## Client Location

Akron	52.0%
Barberton & Surrounding Areas	12.4%
Cuyahoga Falls	6.3%
Northern Summit County	7.2%
Out of County	.8%
Southern Summit County	5.1%
Stow/Tallmadge	1.2%
West Akron	15.0%



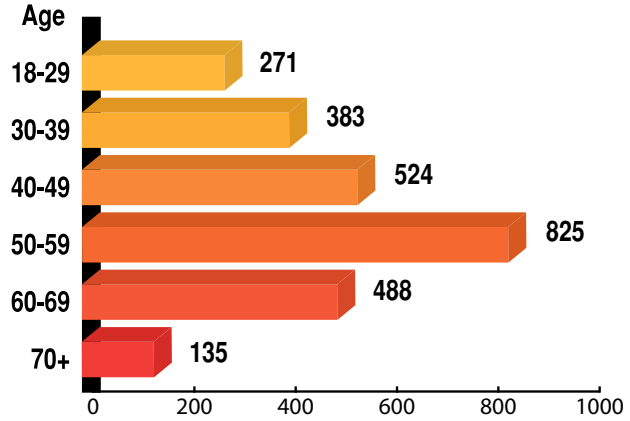


# By the Numbers

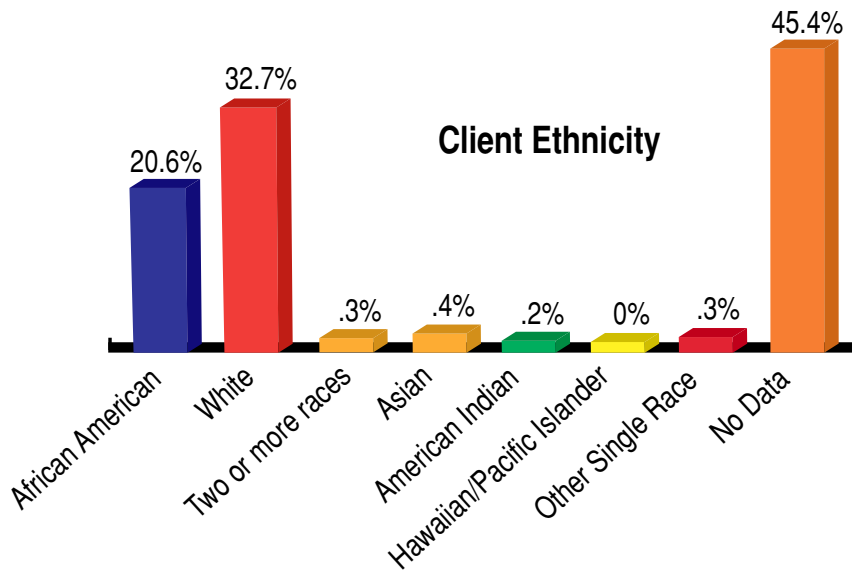
## Agency Caseload



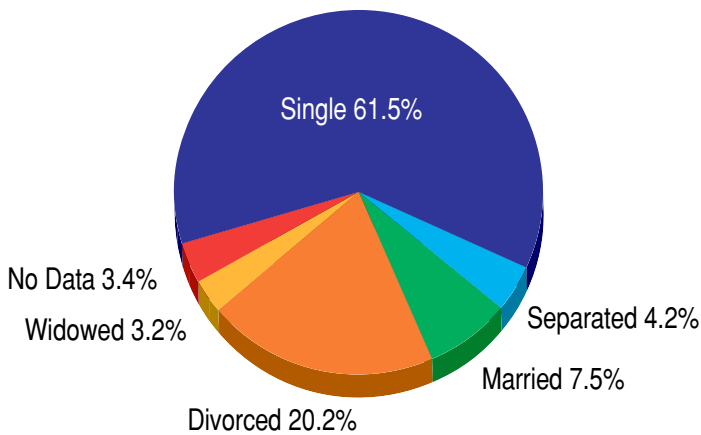
## Clients by Age Range



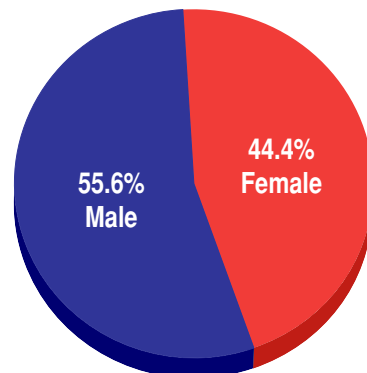
## Client Ethnicity

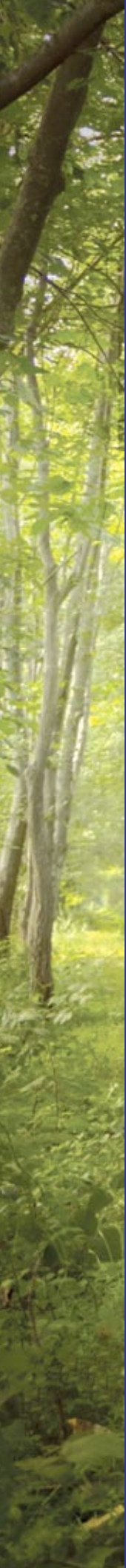


## Client Marital Status



## Gender Breakdown





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



 community  
**SUPPORT**  
services  
[www.cssbh.org](http://www.cssbh.org)