



WE ARE HERE



For more than 30 years, Community Support Services has provided an array of services for Summit County adults living with severe and persistent mental illness.

With the shutdown in March 2020, we were faced with canceling our annual fundraiser, Art of Recovery. Rather than cancel, we transformed the event into a virtual auction and live event. The modified event ended up being our most successful Art of Recovery to date.

Dear Community,

The previous fiscal year brought unforeseen and arduous events. But with challenges come opportunity, and throughout the past year, Community Support Services rose to meet those challenges by developing new methods of reaching clients in a time of vital importance.

Efforts to connect patients with virtual care were expedited, as the foremost priority was the ability to serve clients while keeping them — and CSS staff — safe.

Staff who could work off-site were sent to work remotely, while those who remained on-site or in the community were outfitted with proper personal protective equipment and provided with safety protocols. Staff members who continued seeing clients outside the agency received hazard pay.

A community-based lunch program was initiated to ensure that individuals who visited the CSS homeless outreach center would not be without food during the initial shutdown orders.

Through it all, CSS was undergoing a rebranding, to increase the visibility of our range of services in the community; services that remain critical.

The pandemic has significantly — perhaps permanently — changed the way we do business. Regardless, CSS is moving forward with a renewed sense of purpose in the work we do to support those with severe and persistent mental illness.

We remain steadfast in our commitment to providing care with dedication, determination, resiliency, and compassion.



Aaron Kurchev
Chair, Board of Trustees



Bob Stokes
President & CEO

SUPPORT THAT COUNTS

We pull from many sources to provide quality behavioral health and wellness services for those in need within our community.

Individuals Seen:
5,065

Individuals Seen in Primary Care:
1,404

Total Primary Care Encounters:
5,074

Days in Residential Treatment:
11,172

New Active Cases:
694

New Referral Cases:
1,721

Community-Based Services:
52,277

Hours of Service:
98,726



RESPONSIVE SUPPORT

TELEMEDICINE:

When the governor issued his stay-at-home order in March, our IT department quickly developed our telehealth system, equipping case managers and nurses with iPads and a data plan for connectivity so they could access clients' medical records in the field.

Through telemedicine, clients stayed connected to psychiatric and primary care providers in the office, helping maintain care continuity. Staff conducted outreach calls while others performed community visits, helping clients manage their finances, access medication, food, and supplies.

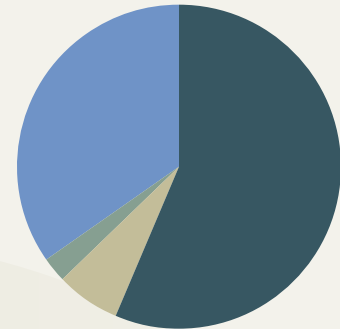
From April 2020 to June 2020, CSS had face-to-face or phone contact with 97% of agency clients.



Financials Fiscal Year 2020

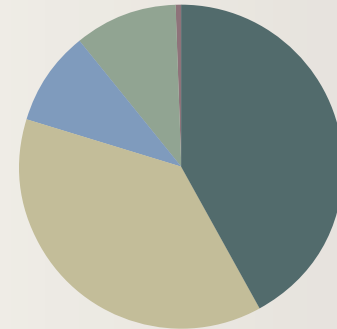
Total Agency Revenue \$28,705,681

Patient Services	\$16,189,900
Other	\$9,892,375
Government Grants	\$1,867,292
Earned Income	\$756,114



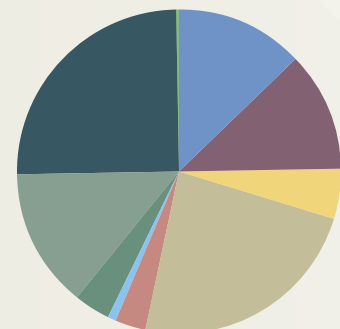
Government Grants Revenue \$1,867,292

US Dept of Veterans' Affairs	\$787,653
US Dept of Housing and Urban Dev	\$705,561
PATH	\$192,249
Returning Home OH	\$175,913
Other	\$5,916



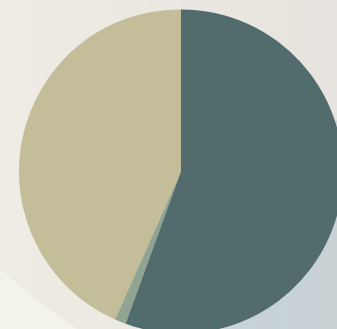
Functional Expenses \$25,104,417

Primary Care Center	\$6,267,779
CPST	\$5,903,946
Residential	\$3,485,530
G&A	\$3,276,053
Med/Som	\$2,975,556
Employ/Voc	\$1,258,142
Comm Residential	\$908,737
Intensive Treatment Services	\$757,149
Diag Assessment	\$256,439
Other	\$15,086



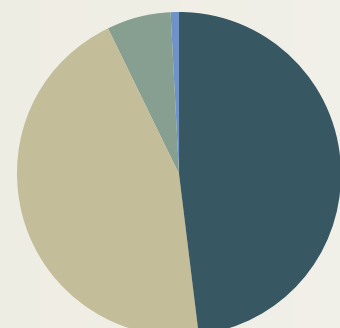
Earned Income Revenue \$756,114

Rents	\$414,687
Cleaning Services	\$322,729
Extermination Services	\$8,698



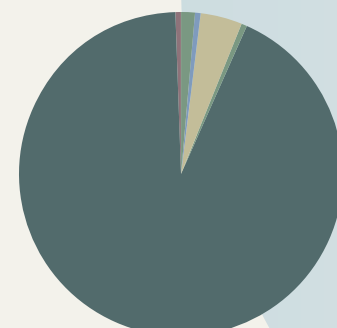
Patient Services Revenue \$16,189,900

ADM Board	\$7,792,783
Medicaid	\$7,231,427
Medicare	\$1,046,507
Insurance/Self Pay	\$119,183



Other Revenue \$9,982,375

340b Pharmacy	\$9,182,345
Miscellaneous	\$405,480
Payeeship Fees	\$145,707
Program Designated Gifts	\$64,921
Fundraising	\$59,458
Interest	\$34,465



HOMELESS OUTREACH:

To ensure continued support for our local homeless population as area meal sites closed, we reached out to staff, board members and the public to find volunteers to provide 20-30 bagged lunches daily for visitors to the homeless outreach center. Respondents provided 440 lunches in the first month of the effort. The donations have continued, with lunch donations now averaging 900 a month..

EMPLOYEE SAFETY:

Safety efforts were implemented early in the pandemic, with the acquisition of masks and other PPE for staff and those in close contact with clients. Disinfecting wipes, hand sanitizer, and alcohol wipes were made available throughout CSS locations.

We purchased new office equipment to make social distancing possible for those still working in the offices. And employees who were required to be in contact with clients received hazard pay.



GIVING SUPPORT

It would be impossible to provide the ongoing and necessary support for our community without the incredible generosity of our donors.

\$10,000 and up

Clonrock Foundation
Summit County ADM Board

\$5,000 - \$9,999

Akron Community Foundation
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Peggy Gaffney
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\$1,000 - \$2,499

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The Vana Family Foundation

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Up to \$499

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Ms. Alyse Ziga

*Community Support
Services Board Member

**Honorary Director

***Emeritus Director

TRANSFORMATIVE SUPPORT

The latter half of 2019 entailed an extensive search for an advertising team that would help CSS boost its visibility in the community and increase visits to its primary care center. A committee of CSS board members and staff chose to partner with TRIAD of Cuyahoga Falls, undertaking the refresh of our brand and creating a new logo and tagline.

The logo and tagline - "Behavioral Healthcare & Wellness" - symbolize the web of support services provided to clients, highlighting those beyond mental health treatment, such as homeless outreach, supportive housing, medical care, and supported employment.



COMMUNITY SUPPORT SERVICES

Behavioral Healthcare
& Wellness

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Akron, OH 44311

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www.cssbh.org

To view our full 2020 Annual Report visit www.cssbh.org/2020annualreport