



SPACE FOR **STABILITY**  
SPACE FOR **RECOVERY**  
SPACE FOR **EXPRESSION**  
SPACE FOR **GROWTH**

SPACE FOR  
**healing**

2025 ANNUAL REPORT



COMMUNITY SUPPORT SERVICES



SPACE FOR

**stability**

**recovery**

**expression**

**growth**



Staci Nevels  
Chair of the  
Board of Directors



Bob Stokes  
President & CEO

## Dear Friends and Supporters,

In Fiscal Year 2024-2025, Community Support Services embraced the importance of creating space: The physical space to provide safety and stability to families in need. The creative space to celebrate artistic expression and emotional healing. The organizational space to look at the bigger picture and think strategically.

When we create space, we aren't just opening buildings; we are opening possibilities.

For the individuals we serve, recovery is rarely a straight line, and often, the barrier they encounter is not a lack of will; it is a lack of space. If they are leaving a psychiatric facility or a jail cell, they often are entering a world with no room for them. Without a safe space, the cycle repeats.

Community Support Services provides those safe spaces that create stability and environments that encourage growth. We are proud to say that we have opened two new housing developments specifically designed as a bridge from insecurity to independence. One provides support for those transitioning from psychiatric care back into the community; the other provides a foundation for individuals newly released from jail.

In addition to the safety and stability of housing, Community Support Services celebrated 10 years of emotional and social support through Art of Recovery. We have created space for rediscovery, where our clients can become artists and shed the stigma that severe and persistent mental illness often carries.

When we create space, we are giving our community room to spread their wings and imagine bigger and better lives for not only themselves, but for their families and neighbors. We provide them the room to grow and express themselves.

Thank you for your continued support of Community Support Services. Together, we create the space for better lives.

# SPACE FOR STABILITY

## New Housing Developments Provide Support

*In the fall of 2024, Community Support Services celebrated the opening and groundbreaking of two new residential facilities, providing housing options for two unique populations.*

### Frese Residential Center

In October, CSS celebrated the groundbreaking of the future home of the Dr. Fred Frese Residential Center, a 16-bed residential step-down center located on the grounds of Northcoast Behavioral Healthcare. The \$10 million facility will provide a supportive environment for those who are leaving the psychiatric hospital and transitioning back into the community.

The development is the result of a partnership between the state of Ohio and the County of Summit Alcohol, Drug Addiction and Mental Health Services Board (ADM Board) to help address the crisis response for individuals who are released from hospitalization but are not yet stabilized enough to live independently or without additional support. The goal is that, with that extra support, individuals discharged from the hospital will be less

likely to end up in a crisis that lands them in an emergency department, on the streets or in jail.

CSS will staff the facility and provide services such as case management, counseling, group therapy and nursing, in addition to residential care. The center will house male and female adults from Summit, Portage, Geauga, Cuyahoga, Lake and Lorain counties. The average resident's stay will be 60 to 90 days.

The center will include various wings, shared spaces for socializing, meeting rooms and pods of bedrooms. The design incorporates a warm, lodge-like feel that blends the earthy hues of the adjacent Cuyahoga Valley National Park. Design work was done by Hasenstab Architects, and construction will be completed by Hammond Construction.

The center is named after Dr. Fred Frese III, a psychologist and fierce advocate for those living with severe mental illness. Frese was diagnosed with schizophrenia in 1968 and later went on to earn a doctorate in psychology and was appointed the director of psychology at Western Reserve Psychiatric Hospital.

The project is supported by the ADM Board through local levy funds and \$2 million from the Ohio Department of Behavioral Health via American Rescue Plan Act funds. The center is expected to open in the spring of 2026.



## THRIVE House

In August, CSS opened THRIVE House, a 14-bed facility in West Akron, that provides transitional housing for unhoused individuals who are newly released from the Summit County Jail and who participate in the jail's THRIVE (Transition. Help. Restore. Independence. Value. Empower.) program. The program pairs caseworkers with individuals struggling with mental health and substance use disorders. It supports their recovery by providing treatment, medication and connection to resources and benefits.

The THRIVE program was developed in 2022 as a collaboration between Summit County Sheriff Kandy Fatherree and Summit Psychological Associates. THRIVE House is a continuation of that program to help prevent those with mental health and substance use disorders from falling into a cycle of incarceration and release.

CSS staffs THRIVE House and provides vocational, clinical and housing support for the residents. Clients continue working with case managers to reach their treatment goals, including finding permanent housing. Residency is voluntary, and participants typically live at THRIVE for three to six months.

Summit County Land Bank renovated the property and leases the facility to CSS. Funding for case management is provided by the Summit County Executive's Office through opiate abatement funds, and funding for the transitional housing and on-site services is provided by the County of Summit Alcohol, Drug Addiction and Mental Health Services Board.



# SPACE FOR EXPRESSION



## Art of Recovery Celebrates 10th Anniversary

*Community Support Services celebrated a decade of art, expression, resilience and healing with Art of Recovery's 10th anniversary in March 2025 at House Three Thirty, a new location for the event.*

As the event opened, CSS CEO and President Bob Stokes was presented with a Certificate of Special Congressional Recognition from the office of U.S. Rep. Emilia Sykes commemorating 10 years of Art of Recovery.

Nearly 60 works of original client-created art were on display and up for bids by nearly 250 attendees, who also met the artists, enjoyed hors d'oeuvres and learned more about CSS' art therapy program. A special art therapy exhibit shed light on the therapeutic aspects of creating artwork as part of mental health treatment.

The artists' stories were showcased during a video presentation and highlighted in remarks by Expressive Arts Administrator Michelle Morton. Seven of the artists were presented with awards for their works, which were judged by local mental health counselors Christine Mehen and Hannah Mansell.

By the end of the evening, 50 works of art had been sold. The artists earned 75% of the art sale proceeds. Twenty-five percent went to the CSS Expressive Arts Therapy program.

It is our honor to celebrate these artists, and we thank them for sharing their art and their stories of hope, resilience and recovery.



*Photography by Edward Vullo & Associates*



# SPACE FOR GROWTH

## A Shift in Leadership

*The 2024-25 fiscal year included significant changes in key CSS leadership, including the creation of a new chief operating officer position.*

Longtime mental health advocate and former CSS board member Leslie Powlette Stoyer, JD, joined CSS as chief operating officer in April of 2025. As part of this new role, Stoyer oversees all CSS operations, including the primary care clinic.

Stoyer comes to the role on the heels of her retirement from NAMI Summit County where she was executive director. Prior, she served as NAMI Summit County's co-executive director for more than 10 years. Stoyer holds a Bachelor of Science degree in business administration with a concentration in management from Cedar Crest College and earned her Doctor of Law degree from Seton Hall University School of Law. She previously practiced law with a concentration in corporate and real estate litigation.

CSS also has a new chief clinical officer, Kimberly Meals, M.Ed., LPCC-S. In August of 2024, Meals assumed the role following the retirement of Linda F. R. Omobien, who served CSS for 36 years. Since joining CSS in 1998, Meals has held numerous positions, most recently serving as the Certified Community Behavioral Health Clinic (CCBHC) director and compliance officer. Prior to CSS being awarded a CCBHC grant, Meals was the director of quality and compliance.

With Meals' promotion, Sean Lynch, MS, LPCC-S, LICDC-CS, stepped into the role of director of quality and compliance. Previously, he served as forensic manager since April of 2019. Lynch joined CSS in 2013 as a case manager. Since then, he has held several positions in the agency, including clinical supervisor and assertive community rehabilitation specialist for those with severe mental illness and substance use disorders.



*Leslie Powlette Stoyer, JD  
Chief Operating Office*



*Kimberly Meals, M.Ed., LPCC-S  
Chief Clinical Officer*



*Sean Lynch, MS, LPCC-S,  
LICDC-CS,  
Director of Quality and  
Compliance*

## CSS Awarded Three-Year Accreditation

Community Support Services received a three-year accreditation by the international accrediting body CARF for all of its programs. This is the seventh consecutive three-year accreditation CARF International has awarded CSS. By pursuing and achieving accreditation, CSS has demonstrated that it meets international standards for quality and is committed to pursuing excellence.

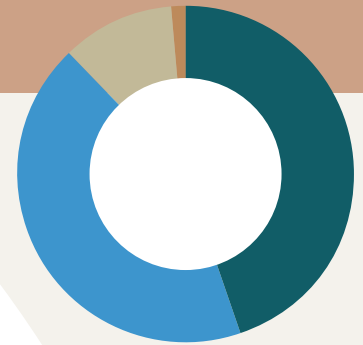
The accreditation decision represents the highest level of accreditation that can be given to an organization and shows our organization's substantial conformance to the CARF standards. An organization receiving a three-year accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable and of the highest quality.



CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. For more information about the accreditation process, please visit the CARF website at [www.carf.org](http://www.carf.org).

## REVENUE Total Agency Revenue \$43,302,592

- **44.1%** Patient Services Revenue
- **45.5%** Other Revenue
- **9.3%** Government Grants Revenue
- **1.2%** Earned Income Revenue



### Patient Services Revenue \$19,103,728

ADM Board	\$7,978,825
Medicaid	\$9,688,757
Medicare	\$1,058,825
Insurance/Self Pay	\$179,016
State of Ohio - OOD	\$198,304

### Other Revenue \$19,690,413

Payeeship Fees	\$181,560
Program Designated Gifts	\$33,250
Miscellaneous	\$192,186
Fundraising	\$64,942
340b Pharmacy	\$18,434,620
Investment Income	\$542,276
Interest	\$241,579

### Government Grants Revenue \$4,005,755

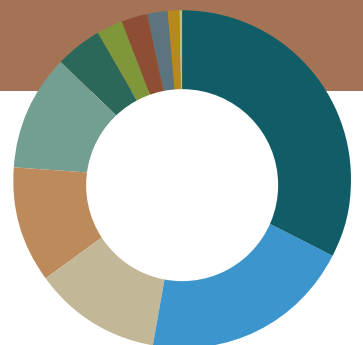
US Dept of Veterans' Affairs	\$1,184,136
US Dept of Housing and Urban Dev	\$714,006
US Health Resources & Svs Admin	\$11,000
SAMHSA - CCBHC	\$1,108,821
State - Returning Home OH	\$297,818
PATH - SAMHSA / ADM Homeless Prgm	\$463,678
City of Akron - Warming Center	\$126,404
Other	\$99,893

### Earned Income Revenue \$502,697

Rents	\$494,525
On-Call Revenue	\$7,000
Extermination Services	\$1,171

## EXPENSES Functional Expenses \$39,558,159

- |   |              |              |   |             |             |
|---|--------------|--------------|---|-------------|-------------|
| <span style="color: #004a5c;">■</span> Primary Care Center (including 340b) | \$14,614,420 | <b>36.9%</b> | <span style="color: #004a5c;">■</span> Comm Residential             | \$1,641,384 | <b>4.1%</b> |
| <span style="color: #0072bc;">■</span> CPST                                 | \$7,382,335  | <b>18.7%</b> | <span style="color: #8c564b;">■</span> CCBHC                        | \$992,707   | <b>2.5%</b> |
| <span style="color: #a6a68c;">■</span> Residential                          | \$4,849,069  | <b>12.3%</b> | <span style="color: #8c564b;">■</span> Employ/Voc                   | \$962,380   | <b>2.4%</b> |
| <span style="color: #8c564b;">■</span> G & A                                | \$4,046,336  | <b>10.2%</b> | <span style="color: #4a7c8c;">■</span> Intensive Treatment Services | \$794,717   | <b>2.0%</b> |
| <span style="color: #4a7c8c;">■</span> Med/Som                              | \$3,840,140  | <b>9.7%</b>  | <span style="color: #8c564b;">■</span> Diag Assessment              | \$384,314   | <b>1.0%</b> |
|   |              |              | <span style="color: #8c564b;">■</span> Crisis and Other             | \$50,357    | <b>0.1%</b> |



## Philanthropic Support

We're able to help our clients achieve more because of the generosity of these wonderful donors.

### \$10,000 and up

Bombas, Inc.  
Clonrock Foundation

### \$5,000 - \$9,999

Anonymous Donor  
Peggy & Kevin Gaffney  
GPD Group, Inc.  
Tricia & Greg Griffith  
Klein's Pharmacy  
Peg's Foundation  
Reymann Foundation  
SeibertKeck Insurance Partners

### \$2,500 - \$4,999

PNC Bank  
River Valley Paper Company  
Robert Stokes  
Wealth Impact Advisors

### \$1,000 - \$2,499

Akron Community Foundation  
Terry Dalton  
Shayne Donald  
Jennings Heating & Cooling  
William Lowery  
North Hill Needle Crafters  
Smith & Godios, Inc.  
Thomas L. & Margaret M. Gower Fund  
Leslie Powlette Stoyer  
Summit County Prosecutor Elliot Kolkovich  
Thompson Electric, Inc.  
TRIAD Communications  
Joanna Tucker\*  
David R. & Cheryl L. Venarge Fund

### \$500 - \$999

Akron Metropolitan Housing Authority  
Nancy & Kevin Fallon  
Michael Gaffney  
Neal Donald Horrigan  
Jaime Iceman\*  
Paul Jackson\*  
James E. Merklin  
Oriana House  
Dr. Eileen Schwartz  
Deborah Skelton  
Summit County Department of Job & Family Services  
Thompson Electric, Inc.  
Joanna Tucker\*

### Up to \$499

A&A Vending Co.  
American Society of Mechanical Engineers  
The Bath Church  
Laura Bonko  
Craig J. Brenner  
Ray & Marty Capotosta  
Michael Casseday  
Katie Cassenhiser\*  
CHC Addiction Services  
Cleveland Cliffs  
Joseph C. Conley  
Cuyahoga Valley Management, Inc.  
LuAnne Decker  
Kathy Dubose\*  
Claudia Marie Dulac\*  
Nora Faul  
Food Rescue US  
Rebecca Freund

Keith & Tricia Gaffney  
William J. Ginter  
Goodwill Industries  
Laura Jo Hawk\*  
Hilton Garden Inn – East Akron  
Lisa Hine  
Stephanie Hollinger  
Michael A. Holyfield  
Monty & Kathy Johnson  
Kaye & Mark Julian  
Phu Lam  
Stephen & Kathleen Lamarre  
K. Matthew Longmire\*  
Teresa Maynard-Pais  
Michael McGlinchy  
Karen McNatt  
Kimberly Meals  
Jamie Messenger\*  
Yvonne Miller  
Megan Minotti\*  
Staci Nevels\*  
Jon Novak\*  
Janet & Mike Pera  
Joseph W. Pineiro  
Portage Path Behavioral Health  
Progressive Insurance Foundation  
Mitchell Ray  
Christina Rhodes  
Lesley Richard\*  
Mary Ann Roese  
Matthew Roy  
Christa Smith\*  
John & Nancy Sommer  
Geoffrey\* & Carmen Swanson

Vicky Joan Urbano  
Maureen Van Duser  
Latrice Walters  
Shaleeta A. Washington\*  
Bonnie Lass Wojno  
Marissa Ziltch

**Memorial Gifts**  
**In memory of**  
**Cory Anthony Moore**  
Kamron Forshew

**Dedicated to**  
**Michael Harhager**  
Kimberly Jacobs

**In memory of**  
**Lenore Schwartz**  
Diana Marshall

**In memory of**  
**Robert Brubaker**  
Michael N. Rabe

**In appreciation of**  
**Barry Klein**  
John G. Bartles

\*Community Support Services Board Member

# SPACE FOR SUPPORT

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

Individuals Seen:  
**4,626**

Individuals Seen in Primary Care:  
**1,655**

Total Primary Care Encounters:  
**4,653**

Days in Residential Treatment:  
**11,236**

New Active Cases:  
**908**

New Referral Cases:  
**1,211**



# COMMUNITY SUPPORT SERVICES

Behavioral Healthcare  
& Wellness

View the 2025 Annual Report online at: [cssbh.org/Annual-Report-2025](https://cssbh.org/Annual-Report-2025)

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