

ASPIRE & INSPIRE



2022 ANNUAL REPORT



To the community,

Aspire and inspire: two very lofty ideals, and for Community Support Services, those words represent our daily goals.

Aspire [uh-spahyuhr]: to long, aim, or seek ambitiously; be eagerly desirous, especially for something great or of high value.

Our staff embodies those words every day – longing, ambitious, eager to get something of great value. In our case, it's the wellness of our clients to which we aspire.

Inspire [in-spahyuhr]: to fill or affect with a specified feeling or thought; to exert a stimulating or beneficial effect upon a person.

Our clients inspire us with their hard work and commitment to their recovery.

We aspire to provide a holistic approach to our clients' healthcare. Through the myriad services we provide and by partnering with other organizations in our community, we treat all parts of the individuals we care for - because they're more than just their mental health diagnosis.

Our Tent to House program is working to speed up the process of getting people off the streets and into a sustainable and appropriate residence. By being a leading player in the Summit County Continuum of Care, CSS is at the forefront of our local effort to end homelessness.

That's how we aspire.

We partner with all the mental health courts in Summit County to provide care and stabilization for offenders with mental illness. These specialized dockets place qualified individuals in a court-monitored program in lieu of incarceration, and our case managers also help defendants take responsibility for and control over their lives and manage their mental illnesses.

That's how we inspire.

And you inspire us with your continued loyalty and assistance to Community Support Services.

We invite you to peruse this annual report and relive some of the highlights of our 2021-22 fiscal year.



Karl Henley
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:
4,188

Individuals Seen in Primary Care:
1,502

Total Primary Care Encounters:
4,620

Days in Residential Treatment:
8,401

New Active Cases:
928

New Referral Cases:
1,538

Tent to House program

CSS helps unsheltered find homes.

In June of 2021, the City of Akron announced it would reinstate its pre-pandemic policy of clearing homeless encampments on city property. CSS's teams from Homeless Outreach stepped in to help those who would be displaced, and thanks to a new program, outreach staff were able to provide housing for the majority of those they encountered.

The "Tent to House" program, which is funded through the City of Akron, helps unsheltered individuals bridge the gap between living on the streets and obtaining appropriate housing. Those who are interested in working with outreach staff are temporarily housed in a CSS facility while

they await their acceptance into permanent housing. Those seeking housing engage with outreach staff, discuss their goals, and work with them to create a housing plan.

Some of the individuals who obtained housing through the program were reached through involvement with the emergency overnight shelter (EOS), which was established in the winter of 2020. The EOS, which was maintained by outreach staff and community partners, was open on nights the temperature dropped below 15 degrees. The "Tent to House" space was created in the same building as the emergency overnight shelter, which is located on the campus of our Homeless Outreach Center.



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HOPE Court

CSS works with HOPE Court to reduce recidivism and improve life stability.



Thanks to a \$550,000 federal grant, CSS was able to increase its presence in Summit County HOPE Court (Healing, Opportunity, Progress & Empowerment), a treatment court dedicated to individuals with severe and persistent mental illness. The HOPE Court, the first felony mental health court in Summit County, was developed and created in 2018 by Judge Alison Breaux.

The three-year grant, awarded by the Department of Justice Office of Justice Programs, enabled CSS to have three staff members working with the court. CSS has contracted with Summit County to provide one full-time case manager and two part-time recovery specialists for the HOPE Court program.

As a certified specialized docket with the Ohio Supreme Court, HOPE Court aims to improve life stability and independence, increase compliance with court orders, and reduce recidivism. It is a community-wide effort with local agencies and the court helping to develop a strong mental health recovery plan for the offender while also providing skills for the individual to be a successful member of the community.



Art of Recovery

Client-created artwork expresses resilience and recovery at the Akron Art Museum.

March 2022 saw the return of CSS's Art of Recovery as an in-person event after being held virtually for the past two years. The seventh-annual event kicked off March 18 with the online auction of nearly 60 pieces of professionally framed client-created artwork.

On March 22, more than 200 guests attended the live event at its new venue, the Akron Art Museum. For many of the artists, having their work shown in the museum was "a dream come true."

This year's event was the first Art of Recovery where guests could bid on artwork at the event. They also had the opportunity to meet many of the artists in person and hear their stories through video vignettes played throughout the night. Eight of the 20 featured artists were honored for their outstanding work, as judged by two local artists.

By the end of the night, the majority of the featured artwork was purchased by guests, with 75% of the sale price going to the client-artists.

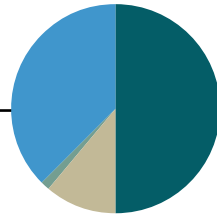


Financials Fiscal Year 2022

Total Agency Revenue

\$33,539,668

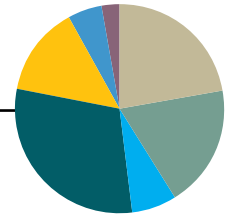
■ Patient Services	\$16,860,614
■ Other	\$12,550,488
■ Government Grants	\$3,692,261
■ Earned Income	\$436,305



Government Grants Revenue

\$3,692,261

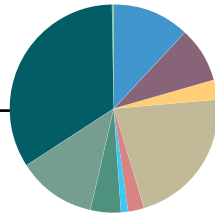
■ US Dept of Veterans Affairs	\$823,283
■ US Dept of Housing and Urban Dev	\$695,179
■ PATH	\$257,823
■ Returning Home OH	\$193,891
■ Other	\$96,182
■ US Health Resources & Svs Admin	\$1,111,625
■ City of Akron - Tent to House	\$514,278



Functional Expenses

\$28,058,627

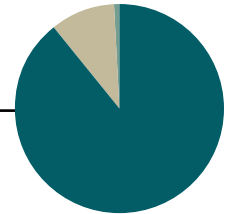
■ Primary Care Center	\$9,469,509
■ CPST	\$6,125,285
■ Residential	\$3,475,165
■ G&A	\$3,360,666
■ Med/Som	\$2,476,255
■ Comm Residential	\$1,346,165
■ Employ/Voc	\$800,810
■ Intensive Treatment Services	\$720,153
■ Diag Assessment	\$239,813
■ Other	\$44,806



Earned Income Revenue

\$436,305

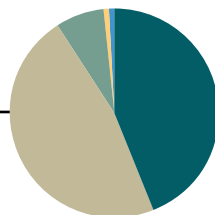
■ Rents	\$389,531
■ On-Call Revenue	\$43,200
■ Extermination Services	\$3,574



Patient Services Revenue

\$16,860,614

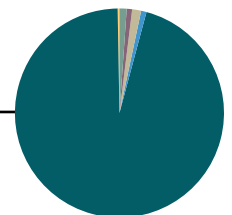
■ ADM Board	\$7,423,075
■ Medicaid	\$7,938,095
■ Medicare	\$1,228,288
■ Insurance/Self Pay	\$145,922
■ State of Ohio - OOD	\$125,233



Other Revenue

\$12,550,489

■ 340b Pharmacy	\$11,986,998
■ Miscellaneous	\$205,534
■ Payeeship Fees	\$143,878
■ Program Designated Gifts	\$102,688
■ Fundraising	\$101,177
■ Interest	\$10,214



Our Donors Make the Difference

Among the scores of donors who contributed to CSS's success this year, three went above and beyond and were acknowledged during our annual meeting last summer.

Our Foundation Donor of the Year is **Clonrock Foundation**, the founders of which have a special affinity for mental-health related organizations, and we're very grateful that they've chosen to invest in CSS. Over the past three years, they have donated generously to fund the Homeless Outreach Center and our renovated exam rooms.

River Valley Paper Company annually chooses a local nonprofit organization to be the recipient of their generous philanthropy. In March 2022, CSS received a \$10,000 gift delivered by Cindy Ede, in what we hope is the beginning of a wonderful, mutually beneficial relationship. Thank you to our Corporate Donor of the Year, River Valley Paper Company.

Bonnie Wojno is a long-time CSS board member, and since retiring from the board in 2020, she's continued to make regular, generous financial contributions to CSS. Over the course of 18 months, Bonnie also donated lunches to be distributed through our Homeless Outreach Center 29 times... that's nearly 900 lunches she provided for our homeless clients. Our Individual Donor of the Year is Bonnie Wojno.

Thanks to all our donors!



CSS board member Aaron Kurchev with River Valley Paper Company's Cindy Ede.



CSS board member Aaron Kurchev with Bonnie Wojno.

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
GAR Foundation
River Valley Paper Company

\$5,000 - \$9,999

FedEx Custom Critical
Mr. & Mrs. Kevin & Peggy Gaffney
Peg's Foundation
Reymann Foundation
Seibert-Keck Insurance Partners
Tober Development/Construction

\$2,500 - \$4,999

Anonymous Donor
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Klein's Pharmacy
PNC Bank
Mr. & Mrs. Robert & Beth Stokes
Wealth Impact Advisors

\$1,000 - \$2,499

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\$500 - \$999

Akron Metropolitan
Housing Authority
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Summit County Probate Court

Up to \$499

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Ms. Jasna Nolze*
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& Janet Pera
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Ms. Marissa Zilch

*Community Support
Services Board Member



COMMUNITY SUPPORT SERVICES

Behavioral Healthcare
& Wellness

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View the 2022 Annual Report online at: www.cssbh.org