



2016 Annual Report

Commons
at Madaline
Park

Payeeship

Homeless
Outreach

SSVF

Peer
Services

Psychiatry

Primary
Care Clinic

Nursing

Pharmacy

Assertive
Community
Treatment

Groups

Case
Management

Day
Treatment

Safe Haven

Mental
Health
Court

Lab

Wellness

Cognitive
Enhancement
Therapy

Crisis
Intervention

CABHI

Residential
Treatment

Counseling

Employment

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

President/CEO	Terrence B. Dalton, M.Ed., LSW
Vice President of Rehabilitation/COO	Frank Sepetauc, LPCC-S, CRC
Medical Director	Manzoor Elahi, MD
Chief Financial Officer	Traci Prohaska, MS
Director of Administration	Douglas A. Wagner, SPHR
Director of CPST and Specialized Services	Linda F.R. Omobien, M.A., LPCC-S, LSW, LICDC
Director of Employment & Forensic Services	Penny Moore, M.A., LPCC-S, 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 - 2016

Karen Mullen, Chair
James Pianalto, Vice Chair
Karl Henley, Treasurer
Kathy DuBose, Secretary
Aaron Kurchev, Secretary

Teresa Albanese
Tonya Block
Michael Davis
LuAnne Decker
Melissa Dunham
Martin Ganzer
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Margaret Harris
Joseph Iemma, MD
Brett Kimmell
John Moulagiannis
Jon Novak
Mary Stormer
Leslie Powlette Stoyer
Caroline Williams
Bonnie Wojno
Erin Wojno
Marissa Zilch

Honorary

Mary Brackle
David DiSalvo
Karen Hrdlicka
Paul Jackson
Michael Kura
James Merklin
Marcus Moore
Lori Sheets
Helen Reedy

Emeritus

Norma Thoman

CEO Annual Report 2016

For 28 years, Community Support Services has been connecting the community to innovative mental health services. In 2016, this proud tradition continued by providing cutting edge programs to more than 3,500 individuals living with mental illness.

“Connectedness.”

“Having social or professional relationships.”

“The state of being connected and having a close relationship with other things or people.”

“Joined or linked together.”

Community Support Services would not exist if it wasn't for the connectedness we experience with our clients, their families, our funders, other service providers, and the community-at-large.

In 2016, Community Support Services continued to build connections with clients and to support clients in becoming more connected to their communities. It was a year marked with uncertainty as the Ohio Department of Mental Health and Addiction Services began to explore potential changes in the delivery and funding of mental health and addiction services. These changes have the potential to significantly alter how services are provided across Ohio. In fact, the proposed changes have the potential to be as significant as the changes prompting the creation of Community Support Services in 1988 with the passage of the Ohio Mental Health Act.

While Community Support Services prepares for the implementation of these changes, the clients and families served by the agency can have confidence in the quality of services available as well as the collaborative relationships we have with our community partners.

Reflected in *Clifton StrengthsFinder Theme*, “Things happen for a reason. You are sure of it because in your soul you know that we are all connected.... Yes, we are individuals, responsible for our own judgments.... But nonetheless we are part of something larger. Some may call it the collective unconscious. Others may label it spirit or life force. This feeling of Connectedness implies certain responsibilities.... Our awareness of these responsibilities creates our value system.”

Since opening our doors in August of 1988, Community Support Services has valued and provided opportunities for “connectedness.” Many individuals served by the agency live isolated lives; however, through the community-based services offered we can assist clients in building connections in their communities and to connect them to others.

We invite you to learn more about how Community Support Services has been building connections as we celebrate the accomplishments of our agency staff and clients.



*Terrence Dalton, MEd., LSW
President & Chief Executive Officer*



*Karen Mullen, RN, MSN
Board Chairperson*

Annual Agency Recognition

During Community Support Services' Annual Meeting, held April 26, 2017 at Greystone Hall, the agency celebrated the champions of recovery from 2016 who helped to support its mission.

Community Partner Award

STRIDE (Successful Treatment Results in Developing Excellence) – Stow Municipal Court

In 2010, Judge Lisa Coates and the Stow Municipal Court established the Stow Municipal Mental Health Court. This specialized docket diverts individuals from the traditional criminal justice track who have serious mental illnesses and have committed misdemeanor offenses. In 2014, Judge Coates successfully obtained certification for the court from the Specialized Dockets Section of the Supreme Court of Ohio.

Judge Coates recognizes the barriers many of the Mental Health Court participants must manage on their journey of recovery. She challenges participants to strive for better while providing them with needed support.

Participants in the STRIDE program also are involved with the Stow Municipal Court Probation Department. Sean Bauer, STRIDE MHC Probation Officer, works closely with the Community Support Services' treatment team to support the participants' successful completion in the program.

Community Support Services proudly presented the Community Partner Award to the STRIDE Program, represented by Judge Coates and Sean Bauer, for making a difference in the lives of persons in our community living with severe and persistent mental illnesses.



L-R Terry Dalton, CSS;
Sean Bauer, STRIDE Probation Officer;
Kristine Dondrea, CSS; Judge Coates; Penny Moore, CSS

Donor of the Year

Norma Thoman

Norma has dedicated her life to helping others. Professionally, she worked in healthcare for many years. In fact, she first became affiliated with Community Support Services when she was the Vice-President of Nursing Services at Akron General Medical Center. Twenty-nine years later, Norma remains actively involved with Community Support Services. Currently, she serves as an Emeritus Board Member of the agency.

In addition to hundreds of hours of service as a board member, she has been a leader in giving to the agency. She has participated in the agency's annual Adopt-a-Family program and has generously supported the Art of Recovery event. More recently, she has supported the agency through designation of family funds to support agency operations.

Community Support Services proudly presented Norma Thoman with the Donor of the Year award in recognition of her ongoing support of the agency.



L-R Norma Thoman;
Terry Dalton, CSS

Employer of the Year

Mulch Madness

As part of the agency's Supported Employment program, it is important to have employers in the community who are open to hiring individuals with disabilities. Mulch Madness, a local landscaping company, was receptive to working with Community Support Services. Through the Supportive Employment program, Mulch Madness gained productive employees while individuals living with mental illnesses gained self-confidence and a paycheck.

Community Support Services proudly recognized Mulch Madness as the Employer of the Year.



L-R Michelle Mace, CSS; Paul Persa,
Mulch Madness; Terry Dalton, CSS

Staff Recognition



L-R Gwen Owens, Tabitha Pearson, Joel Voorman, Trina Mitchell, Angela Shelton

5 Year Employees

David Bauerbach, Lydia Gerathy,
James Head, Rochelle Hagloch,
Ronnie Hunt, Kimberly Lambert,
Terence McKeivier, Trina Mitchell,
Gwendolyn Owens, Tabitha Pearson,
Angela Shelton, Tiana Stover,
Joel Voorman, Nicole Warner,
Tonia Welsch

10 Year Employees

Carolyn Butler, Crystal Dunivant,
Jackie Favors, Valiant Graham,
Kimberly Hartman, Michael Holyfield,
Julie Morehead, Stephen Muhammad,
Steven Singleton, Staci Stahl,
Janet Swartzel, Amsale Tarekegne,
Brenda Taylor, Natasha Westfall



*L-R Stephen Muhammad, Crystal Dunivant, Julie Morehead,
Amsale Tarekegne, Natasha Westfall, Brenda Taylor, Kim Hartman*



L-R Michell Montgomery, Judy Foster, Tahmina Elahi, Kendra Cooper

15 Year Employees

Kendra Cooper, Rudy Christian, Tahmina Elahi,
Judy Foster, Michell Montgomery

20 Year Employees

Greg VanFossen
(not pictured)

25 Year Employees

Anneis Daniels, Jan Edwards,
and Duane Perry



Duane Perry

Staff Recognition

Employees of Distinction



*Employees of Distinction
Front Row L-R:
Denise Ronk, Marvelle Ramsey
and other honorees*

*Amanda Engel,
Assessment Specialist*



*Kimberly Lambert,
Recovery Specialist*



*Pamela Anderson,
Medical Assistant*



Crystal Dunivant, CPST Trainer, – Ms. Dunivant was recognized by the University of Akron, School of Social Work as the MSW Alumni of the Year. Thank you for all you do to support the staff and clients of Community Support Services.



Kathleen Scott, Nurse Practitioner – Ms. Scott was recognized by the Kent State University College of Nursing with the Barbara Donaho Distinguished Leadership in Learning Award for supporting the development of professional nurses.

Community Support Services in Action

Hill Day 2016



In June 2016, 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 sixth 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. Community Support Services spent the day at Tarry House, Respite!

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.

Community Support Services in Action

NAMI WALK 2016

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 NAMI WALK. We are grateful for the ongoing support NAMI of Summit County provides to the agency as well as clients and family members.



NAMI
Summit County
NAMI WALKS



Change Direction

In July 2016, Community Support Services was one of dozens of proud partners in the Summit County Change Direction effort. This initiative focused on bringing greater awareness to mental health. According to the founder of Change Direction, Dr. Barbara-VanDahlen, it is the first countywide effort nationwide as well as the first to involve the faith community.

The kickoff event, "Bringing Mental Health to Main St." was held at Lock 3 and featured testimonials from individuals with lived experiences, including several clients of Community Support Services. Food trucks and informational booths were available. A letter from First Lady Michelle Obama, praising Summit County for its effort, was shared with the attendees.



ADM Recovery Challenge

Community Support Services was proud to serve as a sponsor of the 4th Annual ADM Recovery Challenge.

#WHYILOVECSS Campaign

As social media has become an important tool in sharing information, Community Support Services embarked on a personalized campaign in 2016. The #WHYILOVECSS asked staff and board members to share their brief thoughts about the agency. From there, the power of social media did the rest.



Community Support Services in Action



L-R Kim Meals, Shawneca Johnson, Crystal Dunivant, Linda Omobien

Zero Suicide

Community Support Services proudly joined the Summit County ADM Board and other affiliates in the Zero Suicide initiative implemented by the Ohio Department of Mental Health and Addiction Services. In 2016, several staff participated in the Zero Suicide Academy to begin to learn about the steps necessary to implement Zero Suicide practices in the agency. A core team of staff from across Community Support Services has volunteered to pull the elements together necessary to fully implement Zero Suicide in 2017.

Commons Madaline Park

In July 2016, Community Support Services celebrated the grand opening of The Commons at Madaline Park II. This facility hosts sixty one-bedroom apartments with a full bathroom and kitchen. The apartments also offer a breathtaking view of Akron. Thirty of the apartments are reserved for individuals who are chronically homeless and have specific disabilities, qualifying under the HUD Shelter Plus Care program. Of the remaining units, 24 are designated for those with chronic mental illness, and 6 units are designated for low-income veterans in Summit County. With the opening of these additional units, the Commons at Madaline Park campus now offers 120 units along with supportive services for individuals in need of housing.



Ribbon Cutting at the Commons at Madaline Park II



Commons at Madaline Park II

Picnic at Goodyear for Residential Clients

The Residential Department hosted a picnic at Goodyear Park for the residents and staff of the agency's residential program. Members of the Executive Council staffed the grills.

Community Support Services in Action



Walsh Jesuit High School students preparing for the Urban Plunge

An Urban Plunge

In the winter of 2016, Community Support Services hosted several students from Walsh Jesuit Catholic High School to provide an overview of homelessness in Summit County. This learning opportunity is part of the school's program, Labre. The program is named after Saint Benedict Joseph Labre, the patron saint of the homeless. According to the program's organizer, Lauren Fraser, the students embarked on an "Urban Plunge" aimed to help the students understand the realities of homelessness in the greater Akron area while having an increased appreciation of the depth of food insecurity and a greater awareness of the cycle of poverty.

As part of the study, the students met with Tim Edgar, Housing Manager, and Patricia Symons, Homeless Outreach Supervisor, for an overview of homelessness in the community as well as the impact of mental illness on homelessness. On a weekly basis, the students from Walsh visit the homeless in the community to offer food and friendship.



Check-up at One-of-a-Kind Pet made possible through the Banfield Foundation

Responsible Pet Ownership

For many of us, including persons living with severe and persistent mental illnesses, a pet provides joy and unconditional love. Beyond the affection offered by the pet, it is believed there are physical and mental health benefits, including reduction in symptoms of depression and anxiety. A pet can ease loneliness and encourage exercise.

Many clients of Community Support Services own a cat, dog, or other pet. It is important for the pet to receive preventive and ongoing care. As most of the clients of Community Support

Services live on less than \$800 per month, it can be difficult to afford the essential care for these life-enhancing pets. Community Support Services was awarded a \$5,000 grant from the Banfield Foundation to offset the cost of preventive and basic veterinary care for pet owners who are clients of the agency. Working with One-of-a-Kind Pet Clinic, pet owners could access preventive services including vaccines and prevention for fleas/ticks and heartworm. We served 44 dogs and cats in 2016!

Expressions of Recovery at MCMF

As part of the agency's efforts to engage clients in the Expressive Arts, the Margaret Clark Morgan Foundation hosted the Expressions of Recovery at the Margaret Clark Morgan Gallery in Hudson in early 2016. It was an opportunity for several artists to have their art formally displayed. During the opening night reception, several of the artists were able to share their thoughts about how art has helped in their recovery. Community Support Services is grateful for the ongoing support of the Margaret Clark Morgan Foundation.



Lacy Vitko, Expressive Arts Administrator

Homeless Outreach Center

Alphonso W. Turner Homeless Outreach Center

On average, the agency's current Homeless Outreach Center serves 30 individuals per day. One day in 2016, there were 60 individuals who used services in a single day. The Alphonso W. Turner Homeless Outreach Center offers refuge from the heat on hot summer days and shelter on blustery winter days. Individuals using the facility can wash their clothes, take a shower, and use a phone. If interested, Homeless Outreach staff are available to help the person determine next steps to find a place to live or to connect him with mental health treatment.

The Alphonso W. Turner Homeless Outreach Center works with individuals who are homeless to connect them with the necessary resources to end homelessness in our community. With the increasing need for services and the importance of improved collaboration, Community Support Services embarked on a capital campaign to raise funding for the construction of a new Alphonso W. Turner Homeless Outreach Center. This new facility will provide additional laundry and shower facilities as well as bring homeless services in the community together under one roof.

Community Support Services is extremely grateful for the generous support received to make it possible to establish the Alphonso W. Turner Homeless Outreach Center.

Al Turner Society
(\$100,000)

City of Akron

Margaret Clark Morgan Foundation

Summit County ADM Board

East Voris Circle
(\$10,000 - \$20,000)

GAR Foundation

Akron Community Foundation

Northern Ohio Golf Charities

PNC Foundation

The Mary S. and David C. Corbin Foundation

East Voris Club (\$500 - \$5,000)

The Welty Family Foundation

Tuscora Park Health & Wellness Foundation

Charles E. & Mabel M. Ritchie Memorial Foundation

Gertrude Orr Trust Advised Fund of Akron Community Foundation

Glenn R. & Alice V. Boggess Memorial Foundation

Laura R & Lucian Q Moffitt Foundation



Future area for client interview rooms and laundry facilities.



Future area for showers and restrooms.



The new Alphonso W. Turner Homeless Outreach Center adjacent to the VA's Akron Community Resource and Referral Center.

The Art of Recovery



Guests from Akron General Medical Center, a sponsor of the event.



*"Upon a Hill of Clarity I Watch My Depression Mindfully"
Artist Kevin S.*



(L-R) Lucky Tisch, Summit ADM Board, Mary Alice Sonnhalter, Summit ADM Board, Garrett Hart, 91.3 The Summit, Julie DiVitto, 91.3 The Summit



Joanna Hewett, Michele Nepsa (L-R)



Brick Road Ramblers

The Art of Recovery

The Art of Recovery was held Thursday, March 10th @ Greystone Hall.
More than 30 pieces of art were on exhibition. One artist tearfully stated, "I can't believe my artwork is on view for others to see. I never thought this was possible. I am so happy."
Music for the evening was provided by The Brick Road Ramblers, Version: Mary, and Collideascope.

Master Artist Sponsors



Master Apprentice Sponsors



Apprentice Level Sponsors

Klein's Pharmacy
Fed Ex Custom Critical
Mature Services
Alpha Group

Patron of the Arts

Bober Markey Fedorovich
Tarry House
Norma Thoman
Bonnie Wojno
Wyant Woods Healthcare Center

In-Kind Sponsors

91.3
Akrona Galleries
Premier Printing & Signs

Donations

91.3 The Summit
Acme Fresh Market #18
Akron Art Museum
Akrona Gallery
Teresa Albanese
Alpha Group
Wanda Altman
Vicki Arnold
ARTS NOW
Assessment Staff
Tom Baker
Mary Barron
Sharon Benjes
Deborah Betts Moore Roberson
Bober Markey Fedorovich
Kay Bowman
Dr. & Sharon Bonyo
Mary F. Brackle
Ed Casey
Chic-Fil-A, Chapel Hill
Cleveland Clinic Akron General
Cleveland Museum of
Natural History
Angela Cooper
Ashley Covey
Stephanie Cull
Daniel S. Culp
Denise Cunningham
Terrence Dalton
Michael Davis
Stavey Davis
David Dilauro
David P. DiSalvo
Kathy DuBose
Melissa Dunham
Crystal Dunivant
Janet Edwards
Manzoor Elahi
Employment Staff
Executive Council
Fed Ex Custom Critical
First Congregational Church
& Children's Center
Martin Ganzer
Jon Garey
Geriatric/Nursing Home Team
Giant Eagle, Cuyahoga Falls

Giant Eagle Market District,
Portage Crossing
GoJo Industries
Lisa Greenfelder
Michael Greenfelder
Teres Gulley
Margaret Harris
Kimberly Hartman
Robert W. Hermanowski, MD
Homeless Outreach Staff
Intensive Treatment Services Staff
J & K Subway, North Canton
Jimmy John's, Downtown Akron
Paul Jackson
Cindy Johnson
Deb Jones
Janice Jones
Cathy Kalman
Ken Stewart's Restaurants
Klein's Pharmacy
Barbara Krannich
Aaron M. Kurchev
Ragan Leff
Robin Lemons
Linda Marcinko
Margaret Clark Morgan Foundation
Betty Martin
Mature Services
Kimberly Meals
Medina Early Childhood PTA
Penny Moore
Karen Mullen
NAMI of Summit County
None Too Fragile Theatre
Novak, Jon
Old Carolina BBQ Company
Linda F. R. Omobien
Panera Bread, Cuyahoga Falls
Kara Shrigley
Vicki Patterson
Performance Improvement
Department
Jim Pianalto
Twanette Pinkerton
Planet Sub
PRLKW & Co.
Traci Prohaska

James Redmond
Karen Riggie
Kristen Robinson
Anna Roe, MD
Patricia Rohleder
Denise Ronk
Beverly Saunders
Martha Schaal
Eileen M. Schwartz, MD
Seibert Keck Insurance Agency
Frank Sepetauc
Danielle Sims
Brianna Smith
Lee Snyder
South Court Dental
St. Paul Episcopal Church
Keith Stahl
Mary Stormer
Leslie Stoyer
Subway, E. Exchange St.
Summit Choral Society
Summit County ADM Board
Target, Cuyahoga Falls
Tarry House
Joel Testa
Norma Thoman
Totally Cooked, Inc.
The Vana Family Foundation
David & Brenda Wakeman
Wandering Aesthetics
Allyson Williams
Caroline Williams
Wojno, Bonnie
Wojno, Erin
Wyant Woods Healthcare Center
Rick & Jo Ann Young
Marissa Zilch

In Memory of Brian Cosma

Ms. Ann Crnkovich
Mr. & Mrs Michael Bobal
Family of Darin Zahuranec
William & Barbara Mansfield
Nancy & John Deobald
Dana & Margaret Zahuranec
Mr. & Mrs Gary & Heidi Wheat
Dixie Lee Davis

Your Support of Community Support Services is Greatly Appreciated

Community Support Services apologizes for any omission of donations received between 1/1/16 - 12/31/16

Financial Statement

Assets

2016

2015

Cash and Cash Equivalents	\$1,692,337	\$1,283,774
Accounts Receivable - net	1,989,245	2,316,144
Prepaid Expenses	270,401	235,472
Property & Equipment	3,638,282	3,719,039
Other Assets	<u>2,735,412</u>	<u>2,082,695</u>
Total Assets	<u>\$10,325,677</u>	<u>\$9,637,124</u>

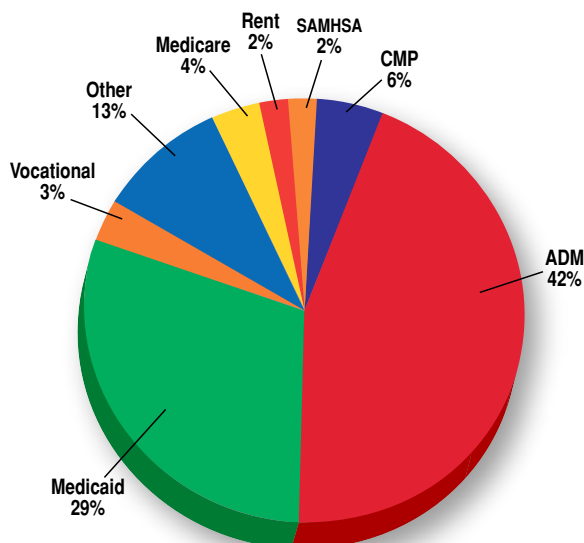
Liabilities

2016

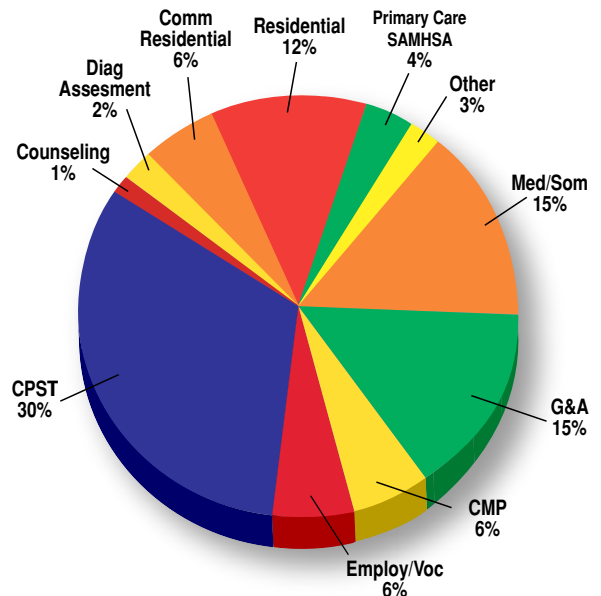
2015

Accounts Payable	663,624	394,921
Accrued Liabilities	3,982,393	3,352,607
Mortgage and Loans Payable	888,365	785,781
Provision for Medicaid/ADM Paybacks	—	54,000
Total Liabilities	<u>\$5,534,382</u>	<u>\$4,587,309</u>
Net Assets	<u>\$4,791,295</u>	<u>\$5,049,815</u>
Total Liabilities and Net Assets	<u>\$10,325,677</u>	<u>\$9,637,124</u>

2016 Revenues \$18,672,429

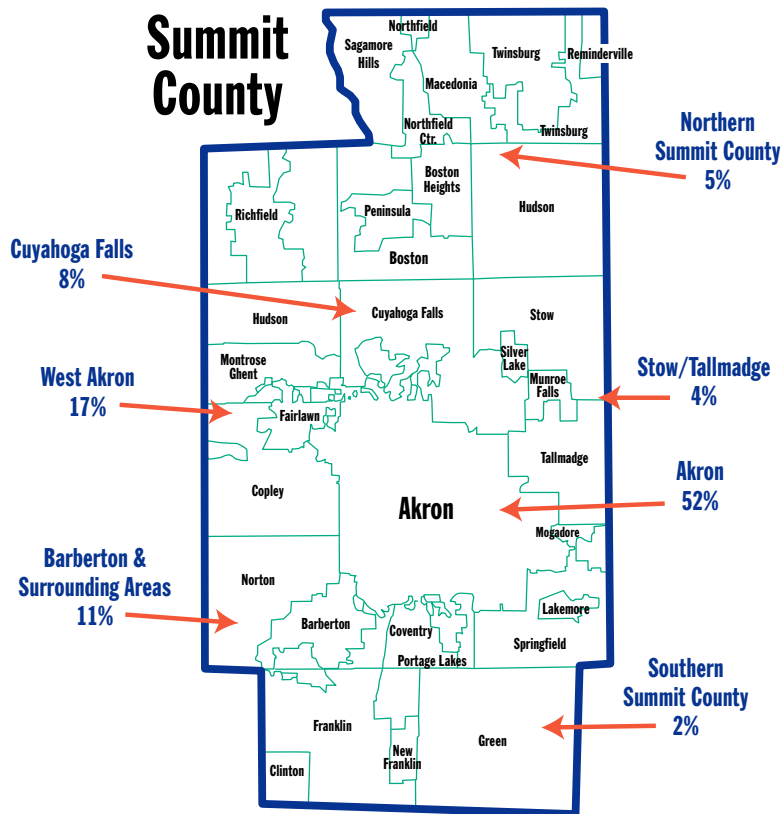


2016 Expenses \$18,930,949

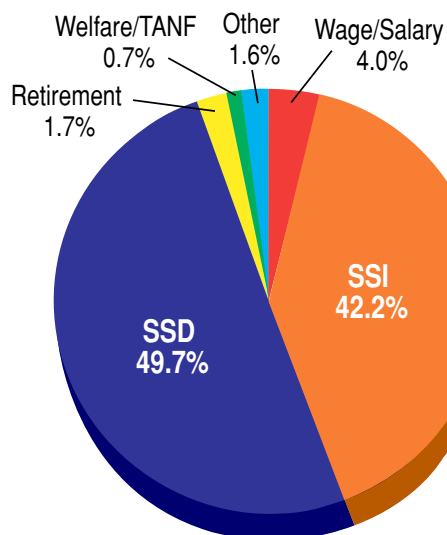


By the Numbers

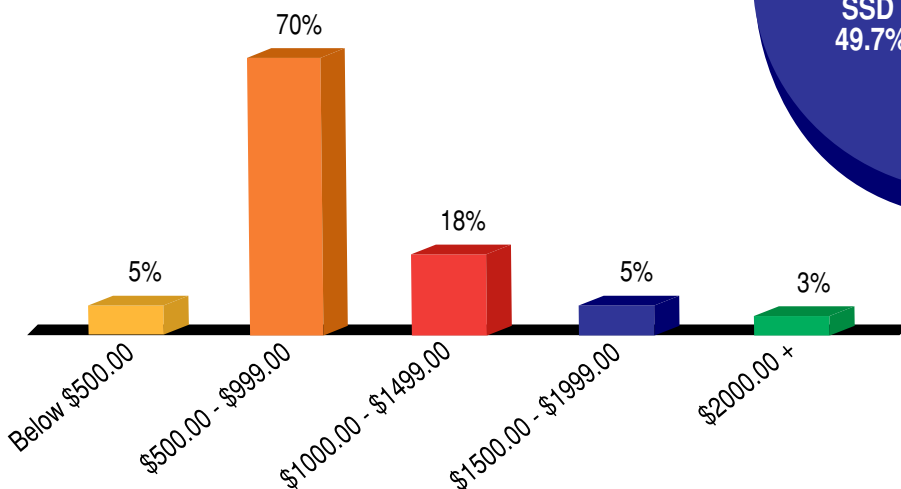
Client Location



Income Source

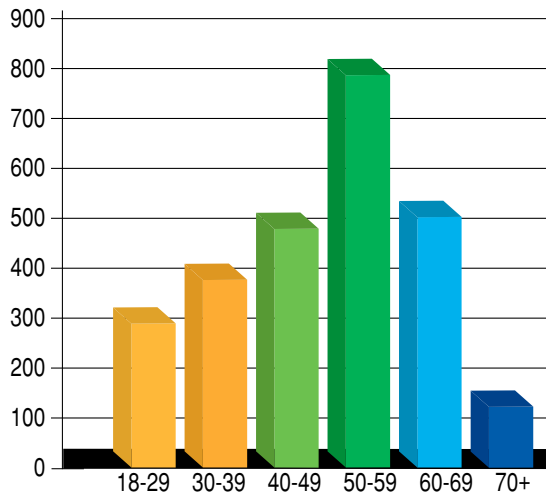


Monthly Household Income



By the Numbers

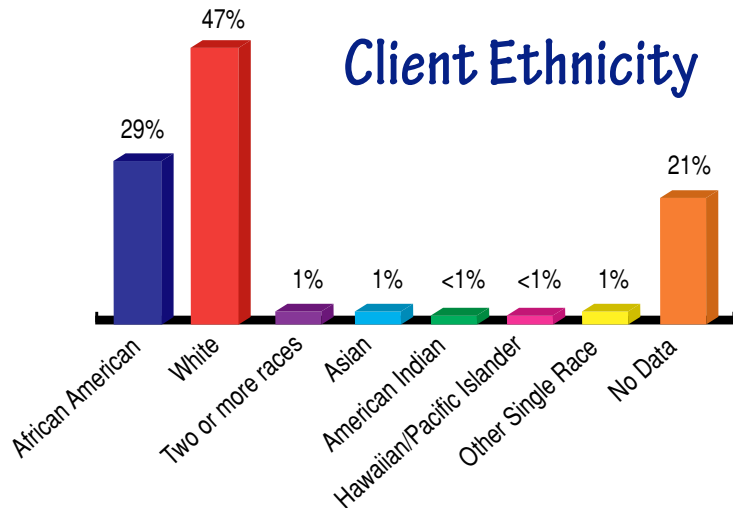
Clients by Age Range



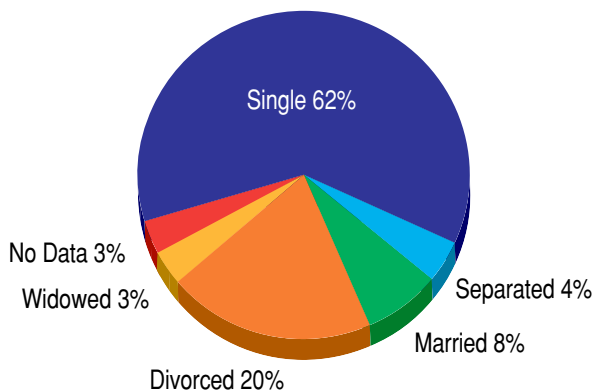
Agency Caseload



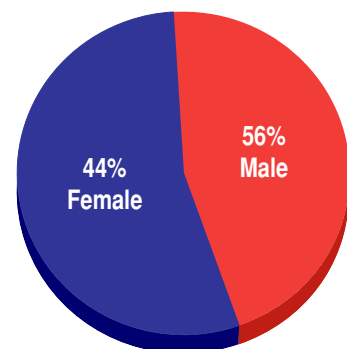
Client Ethnicity



Client Marital Status



Gender Breakdown



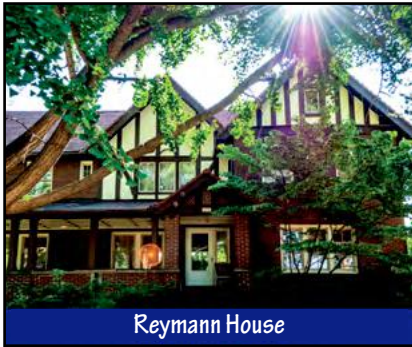
CSS Buildings



640 Wolf Ledges Building



Main Campus – 150 Cross St.



Reymann House



Edgerton House



Commons @ Madaline Park



Voris Building



Weisman Program @ Cedar Locust



Veterans' Safe Haven



Waterloo Safe Haven



Maggie Carroll Smith House

