



community
SUPPORT
services

Leading your journey to mental health.

Counseling
Payeeship

Psychiatry
Case Management

Groups

Crisis Intervention
Residential Treatment

Assertive Community Treatment
Primary Care Clinic

Supportive Employment
Lab
Day Treatment

Art Therapy

Commons at Madaline Park

Safe Haven
Mental Health Court

Nursing
Pharmacy






2015 ANNUAL REPORT



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

Vice President of Operations/CFO

Vice President of Rehabilitation/COO

Medical Directors

Director of Administration

Director of CPST and Specialized Services

LICDC

Director of Employment & Forensic Services

Director of Information Technology

Director of Quality, Education, & Marketing

Director of Residential Services

Terrence B. Dalton, M.Ed., LSW

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Robert W. Hermanowski, M.D.

Manzoor Elahi, MD

Douglas A. Wagner, MS, SPHR

Linda F.R. Omobien, MA, LPCC-S, LSW,

Penny Moore, M.A., LPCC-S, CRC

Jon Garey, MSCIS

Kimberly A. Meals, M.Ed., LPCC-S

Keith Stahl, MSW, LISW-S



Board of Directors - 2015

Karen Mullen, Board Chair

James Pianalto, Vice Chair

Karl Henley, Treasurer

Kathy DuBose, Secretary

Teresa Albanese

Tonya Block

Paul Bonacuse (thru Aug 2015)

Michael Caprez (thru Nov 2015)

Michael Davis

LuAnne Decker

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Martin Ganzer

Arthur Greenberg

Margaret Harris

Joseph Iemma, MD

Aaron Kurchev

John Moulagiannis

Jon Novak

Lisa Oswald (thru Apr 2015)

Valerie Sherman (thru July 2015)

Mary Stormer

Leslie Powlette Stoyer

Caroline Williams

Bonnie Wojno

Erin Wojno

Marissa Zilch

Honorary Directors

Mary Brackley

David DiSalvo

Karen Hrdlicka

Paul Jackson

Michael Kura

James Merklin

Marcus Moore

Lori Sheets

Helen Reedy

Emeritus Director

Norma Thoman

Tree of Life

As we reflect on our accomplishments of 2015, we would like to acknowledge the community for helping to make Summit County a better place for individuals living with severe and persistent mental illnesses. You, the community, have supported the individuals we serve by providing them with safe and affordable housing as well as supported and competitive employment opportunities.

The theme for the 2015 Annual Report is the Tree of Life, representing supports available for clients of Community Support Services. The Tree of Life is a mystical and magical tree well known throughout many cultures, dating back to ancient times. Different races and religions call it by different names, each having its own tree of life in their traditions. They all have similar significances as the source of life in their respective cultures.

For Community Support Services, our Tree of Life incorporates our life-promoting and recovery-focused services, including integrated behavioral and physical healthcare. The roots and branches of the tree represent the supports available for our clients.

As in previous years, there continues to be a changing healthcare landscape demanding the agency to build collaborative relationships with community partners, managed care organizations, and other entities committed to quality health care. Community Support Services remains dedicated to providing effective, efficient, and recovery-based services.

It is important to acknowledge the clients and their families who have allowed us to join in their journeys to better health. Additionally, we are grateful for the staff of Community Support Services who help to sustain the Tree of Life. We appreciate the ongoing backing of our funders who help support our mission as well as our dedicated Board of Directors for their commitment of time, talent, and resources.

In closing, as we reflect on the meaning of the Tree of Life and its symbolism with Community Support Services, consider this; the roots dig deep, the trunk establishes a foundation, the branches reach out for sustenance, the leaves collect strength, and the fruit gives of itself. To our clients, our services represent all the parts of the tree, dependent on where one is in his or her journey to mental health.

To our readers, we encourage you to review our 2015 annual report and recognize the remarkable accomplishments of our staff and clients.



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



*Karen Mullen, RN, MSN
Board Chair*

Annual Agency Recognition

During Community Support Services' Annual Meeting held April 27, 2016, the agency celebrated the champions of recovery from 2015 who helped to support its missions.

Community Partner Awards

North Coast Community Homes - Since the 1990s, North Coast Community Homes has been a reliable partner providing high quality housing for persons with severe and persistent mental illnesses. Initially, there were 42 units available. This has grown to 120 units specifically for persons living with schizophrenia and other severe mental illnesses. North Coast Community Homes' commitment to meeting the needs of our clients is unmatched. When a need arises, North Coast Community Homes has been on the doorstep to help us secure housing for persons most in need. We salute North Coast Community Home's for their commitment to improving the quality of life for persons living with severe and persistent mental illnesses.



L-R Keith Stahl, Director of Residential Services, Janice Stahl, North Coast Community Homes, and Terry Dalton, President/CEO of Community Support Services

Wayside Furniture - For more than 70 years, Wayside Furniture has been a part of the landscape of Northeast Ohio. In early 2015, Wayside Furniture began to partner with the Returning Home Ohio program of Community Support Services. Returning Home Ohio offers access to supportive services, advocacy, and community resources for Summit County residents who are returning to the community following a period of incarceration. Wayside Furniture has been instrumental in the success of the participants' return to the community through assistance with unused mattresses, box springs, and bed frames. Thank you Wayside Furniture for your support of Recovery!



L-R Terry Dalton, President/CEO of Community Support Services, Pat Leonti, Wayside Furniture, and Dawn Rohrig, Community Support Services

Corporate Donor of the Year



L-R Lynn Pedulla, Fedex Custom Critical, Terry Dalton, President/CEO of Community Support Services

FedEx Custom Critical - Community Support Services was honored to present the Corporate Donor of the Year award to FedEx Custom Critical for their ongoing dedication and support of the agency. FedEx's philosophy is "We recognize that our impact is greater than the services we provide. We are committed to supporting the communities we serve through a strategic investment of our people, resources, and networks. Our team members are passionate about community issues and causes. We expect our leaders to contribute and lead by example. There is a difference between saying you are a good corporate citizen and actually being one." Community Support Services proudly recognized FedEx Custom Critical for embodying the spirit of a "good corporate citizen."

Annual Recognition cont.

Donor of the Year

NAMI of Summit County - NAMI Summit County has been an invaluable partner of Community Support Services since the agency opened its doors in 1988. The organization provides financial assistance to many clients of Community Support Services through the Needy Soles Program, hair cut vouchers, and the Housewarming Project. Additionally, NAMI has been generous in its efforts to support client socialization through the sponsorship of holiday meals, baseball tickets, and movie passes. Annually, NAMI of Summit County also helps to support the agency's holiday bagging project to ensure all persons receive holiday cheer. Thank you NAMI of Summit County for your continued commitment to improving the lives of persons living with mental illnesses.



L-R Linda Omobien, Director of CPST/Specialized Services/
Community Support Services
Leslie Stoyer, Co-Executive Director NAMI Summit County,
Terry Dalton, President/CEO of Community Support Services
Ron Rett, Co. Executive Director NAMI Summit County

Employer of the Year

ABM Parking Services - Community Support Services was proud to recognize ABM Parking Services as the Employer of the Year. The company's dedication in assisting individuals with employment barriers has created opportunities for our clients to obtain competitive employment. ABM Parking Services has been instrumental in helping clients achieve employment goals by offering encouragement, support, and positive feedback. Thank you for helping our clients achieve their goals!



L-R Alisa Harris, Community Support Services
Tina Sullivan, ABM Parking Services,
Terry Dalton, President/CEO of Community Support Services

Volunteer of the Year

Samantha Rossman - Although Samantha has only been with the agency a short time as a volunteer, her contributions have been invaluable. She joined the agency as a volunteer with the Cognitive Enhancement Therapy program. This program, often called physical therapy for the brain, combines computer exercises with educational sessions to improve brain functioning. As a volunteer, Samantha has helped clients with computer exercises as well as assisted with numerous administrative tasks. Community Support Services was proud to recognize Samantha for her commitment to mental illness as the Volunteer of the Year.

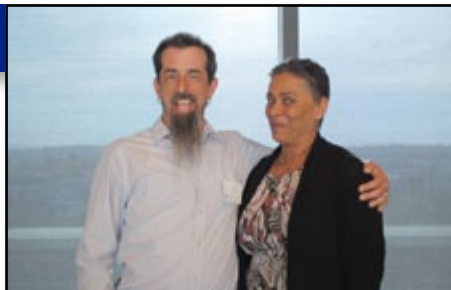


L-R Terry Dalton, President/CEO of Community Support Services,
Samantha Rossman and Kimberly Meals, Director of Education
and Marketing

Staff Recognition

5 Year Employees

L-R JoAnna Hewett, Timothy Edgar,
(not pictured)
Sherri Ashby, Lisa Lesneski, Betty Martin,
David Meidl, Michele Nepsa, Keisha Otoo,
Stanley Urban



10 Year Employees

L-R Cynthia Reddick, Denise Ronk, Tom Baker,
(not pictured)
Heather Queen-Williams, Vernell Reed,
Kay Bowman, Janet Catalano



15 Year Employees

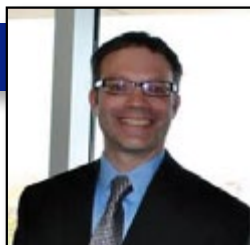
Deborah Betts Moore Roberson, Vicki Patterson,
Manzoor Elahi, Terrence Smith,

(not pictured)
Vicki Arnold



20 Year Employees

Keith Stahl



25 Year Employees

Sandy Myers,

(not pictured)
Stephanie Leib, Annette Warren



Agency Recognition

Employees of Distinction

Community Support Services had six dedicated staff recognized by Goodwill as Employees of Distinction. Congratulations! Two of the agency staff, Janice Jones and Candace Talty, were recognized by Goodwill as the top award winners. Thank you all for your dedication and commitment to supporting the agency's mission.

Sheri Ashby,

Recovery Specialist

Marcy Cohen,

Regional Community Rehabilitation Specialist

Janice Jones,

Intensive Treatment Services and Counseling Supervisor

Emily Smith,

Court Liaison

Candace Talty,

SSI Benefits Community Rehabilitation Specialist

Rebecca Thompson,

Performance Improvement Specialist



L-R Rebecca Thompson, Janice Jones, Sheri Ashby,
Emily Smith, Candace Talty
Not Pictured, Marcy Cohen

Hill Day 2015

In October 2015, 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 fifth consecutive year, Community Support Services was pleased to be 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.



CARF



In October 2015, Community Support Services welcomed CARF International to Akron, Ohio to conduct a survey of all of the agency's programs. The organization was awarded a 3-year accreditation. According to CARF, "This achievement is an indication of the organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to the CARF standards."

Agency Recognition cont.

United Way Day of Action



UW Women's Leadership Council at Reymann House



Community Support Services at South Street Ministries

Community Support Services was honored to again participate in this year's United Way Day of Action. Community Support Services spent the day at South Street Ministries.

Three local groups helped to spruce up the grounds of our three residential treatment sites! Thank you for your hard work as part of the United Way Day of Action '15!

United Way Women's Leadership Council • Emerald Performance • Eastman Chemical

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 2015

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.



Wellness Program

Tia's Story - Client Perspective

Tia is soft spoken and humble with a gentle demeanor. When asked to describe herself, her choices of persistent, dedicated, and spiritual are the perfect descriptors. She started to participate in the Wellness Program at Community Support Services because she wanted to lose weight. She also indicated she was interested in living a healthier lifestyle. In addition to the Wellness Program, she sees a psychiatrist at the agency and receives her dental care from the on-site Dental Clinic operated by the Summit County Department of Public Health.

Going to the gym is Tia's favorite part of the program, and she said it has helped her immensely. She has lost 10 pounds since beginning the Wellness Program. She noted she also has more energy and her dexterity has improved. Besides living a healthier life, one of Tia's goals is to go back to school. She wants to get her Master's Degree and dreams of becoming a lobbyist.



Betty Martin - Staff Perspective

Betty Martin, a Recovery Specialist in the Wellness Program, describes her role as being a resource for peers. She stated, "As a peer, I am someone who understands because I suffer from mental illness. I have a more acute understanding of the issues. I have a shared empathy, and I understand the stigma."

Betty is thrilled to be part of the agency's Wellness Team. She offered, "The Wellness Program is great because when clients start working out it not only helps their physical health, but helps with their mental health and helps them build relationships. Betty explained, "I think people are better at improving their health through exercise when they are supported by a group of friends, instead dealing with it by themselves."



Intensive Treatment Services

Diane - Client Perspective

Dianne, originally from Washington, worked as a Certified Nursing Assistant in Alaska before moving to Ohio with her daughter. Dianne was referred to Community Support Services during a hospitalization for her mental health. She became involved with several agency services including residential and Intensive Treatment Services.

As Dianne's recovery journey has continued, she has identified a goal of being more involved in the community. She hopes to become more of an advocate for people who don't know where to go and to be there for the people who just want someone to listen. When asked about the mental health stigma, Dianne replied, "People say it's not fixable, and that you can't get out and function on a daily basis. That is not true. With the proper medication and help from a doctor, you can function properly, and have a full-time job." Dianne also actively combats the stigma by speaking for herself at the pharmacy and managing her medications. Dianne's daughter has also helped throughout the recovery process. She said everyone at CSS works together, and she always has a stable team in the background to support her. She said "You won't leave here without feeling something."

Dianne describes herself as being kind, gentle, and amazing. When asked why she chose the word "amazing," she explained, "It's taken me a long time to get to this point, and it has taken a lot of work. Now, I feel like I could make a difference in someone else's life and not just my own. Some people just need to know they are safe here, and that's all they need."



Denise Ronk - Staff Perspective

Denise Ronk is a Treatment Services Community Rehabilitation Specialist. She described her position as "a unique job, which is nice because I facilitate groups in the morning, and then spend afternoons working individually with people who have been in the groups. This allows me to give them individual attention, and if I see someone falling through the cracks I can help them get the specific services they need. Sometimes, I can be there for them when they just need a friendly visitor." Denise also helps clients make the transition and assimilate back into the community after leaving residential treatment.

Denise remarked, "I have enjoyed working at CSS for more than 10 years." She elaborated, "I'm a person that celebrates small changes. One of my strengths is I can look for a little change, and in that, I can see glimpses of the person that once was." Denise stated that the Intensive Treatment Services staff engage the clients in mentally stimulating activities. Through this process she noted, "We are able to see their brains working, stripping away those layers of mental illness, and seeing that the cognitive is still there. That is rewarding. Some of them are discredited and discounted in the community, but it's really just the many layers of illness that mask who the person really is."

Denise explained her approach to combatting the mental health stigma is to engage clients in the community through activities, such as going to McDonalds, to the library, or to a medical appointment. She stated, "We have a lot of great services for behavioral health in Summit County, and it's all about getting people out into the community so they aren't isolated, and giving them a place where they feel safe."

Denise describes herself as having good sense of humor as well as being sensitive and forgiving. Her kindness and humbleness are apparent as she displays a great amount of pride in Dianne for her accomplishments throughout her recovery process. She commented on how she and Dianne kept in close contact as Dianne transitioned back into an independent living situation. She said Dianne took baby steps and she was able to recognize the wisdom in taking smaller steps. Dianne recognized, "You're more successful when you take smaller steps." Denise described to Dianne, "You were very ill when you first started, but we saw your brain working. It was a progression, and when you came back to your group, you went into women's group and took control there." Denise continued by explaining that Dianne also had some physical health problems she was dealing with, "so there's a lot of layers to her story, but they are a lot of good layers."



Commons at Madaline Park

Kevin - Resident



When asked to describe himself, Kevin immediately stated, "I'm so adventurous, I scared myself at times. I just couldn't stay in one spot, and I had to keep moving!" Kevin also described himself as being eager and determined. Kevin's journey started in Texas, where he was diagnosed with schizophrenia. After not finding employment for nearly 8 years, he headed to the Greyhound Station with \$60.00. He wanted to go to Washington DC, but he ended up in Charlotte, NC. He stayed in a shelter there and attempted to get apply for benefits. His family sent him money to return to Texas, but he used the money to go to DC. He stayed in DC for a month, but then he experienced an increase in metal health symptoms. When Kevin recovered, he started walking towards the highway. He traveled to Richmond, VA and stayed there for about 6 months. During this time, he lost his identification and was unable to purchase a bus ticket to return home. Eventually, he was hospitalized in Richmond. When he was released from the hospital, he left Virginia with the goal of travelling to California. From there, Kevin journeyed across the country, by foot, hitchhiking and staying in shelters or sleeping in the streets. He experienced hospitalizations and incarcerations, but he made it to California. He toured the northwest, and then headed east again. At one point, he biked through the southern states, until he was injured, leading to a hospitalization in Alabama. As soon as he healed and was released from the hospital, he was back on the road again. Kevin's journey took him through practically every state, until he eventually reached Ohio. After staying at a shelter in Cleveland, he was hospitalized due to his mental health symptoms. Eventually, Kevin came to Summit County. He was connected with agency services including a stay in Reymann House, a residential treatment facility. After staying at the facility for more than one year, he moved in to the Commons at Madaline Park.

Kevin has been a client of Community Support Services for 2 years and has participated in group counseling as well as Cognitive Enhancement Therapy. He is happy Community Support Services has helped him to achieve the majority of his goals. He said, "I've got a roof over my head, and I feel more independent living here at the Commons." He explained he likes being with family, but being able to have his independence helps him be more relaxed. He added he's accomplished about 95% of his goals. He has his own apartment and is working toward being financially stable. He said he hopes to gain more income and to obtain a better source of transportation. Kevin summed up, "I'm a survivor."



Shawneca Johnson - Staff Perspective

Shawneca Johnson is a Recovery Specialist at the Commons at Madaline Park. Shawneca shared she needed to obtain a state certification, like any health professional. However, she clarified that her position differs from most other health professions in that she has "lived experience" with mental illness, which has given her a different type of empathy, an empathy that cannot be taught.

She shared she first became acquainted with Recovery Specialists as a client. Shawneca witnessed how a Recovery Specialist potentially affects the lives of others. After she became stable, she realized her experience had given her a passion and an awareness that she wanted to help people who were going through what she had been through. This newly discovered passion led her to continue her education, and she eventually obtained her associates degree in social work. While in school, Terry Dalton, President/CEO of Community Support Services, was an instructor in her program, which made her appreciate the agency even more. After completing her internship at Community Support Services, she secured a position in the employment department. Shawneca stated, "At that point, I didn't disclose my mental health history." After working in employment, she tried case management, but the position was a little too stressful for her.

cont.



Commons at Madaline Park

Shawneca Johnson cont.

She discussed her options with her supervisor and a position in peer support was suggested. At first, she was reluctant because she didn't want to disclose her history of mental illness, but she realized, "It came down to not being about you, but what you can offer someone else, so I interviewed for the position and found out that it was more rewarding because I could disclose my experience." Shawneca explained, "When clients say 'You don't understand,' I respond, 'Yes, I do, and I've been to the hospital too.'" She continued, "This is a better fit because I can inspire and encourage. I can show clients they don't have to stay at a point where they aren't functioning."

Shawneca began working at CSS in 2013. She explained, "I wanted to work here because I lived with and experienced the mental health stigma. It's a hard thing to explain, but going through that, and being able to gain stability again, and to think clearly and look back on time when things didn't make sense made me want to contribute from the other side. Some people have a negative viewpoint on mental health, but having been able to reach goals and get a degree shows that mental illness isn't the end all be all. I was able to debunk that. Going back to school proves we are capable. When people see that, it helps them believe that they are able to achieve goals like that too. When I was diagnosed with Bipolar Disorder, I didn't believe that was a true diagnosis. As I got better, I noticed there were times when it seemed like my boss would come at me faster, or I would notice my thoughts racing, but it wasn't unmanageable. I just had to come to terms with that, and working here can be the perfect place because I can have co-workers who can work with me and who understand my mental illness. I don't have to pretend I am ok when I have something stressful going on because people here understand."

Throughout her employment with Community Support Services, Shawneca has appreciated the opportunity to witness changes in others' self-care habits. She remarked, "I have seen improvements in the clients, and I have noticed they want to start setting goals." She explained, "We offer several programs at the Commons, such as volunteer work and gardening, and seeing them get involved in these activities and caring about having a more productive life is rewarding because I know I've had something to do with it."

As her passion lies in helping people with mental illness, Shawneca plans to continue in school to pursue a degree in social work. Confidently, Shawneca stated, "I have the potential to keep going up in my career." She hopes to see the supportive housing movement grow, and wants to continue helping people transition into more independent living and getting back into the workforce. She emphasized she enjoys helping people grow. She further explained, "To see someone move from being unable to do things for him or herself to being able to be independent is remarkable." She commented, "I enjoy helping clients find out what they really want to do with their lives."

Everyone has a purpose in life...a unique gift or special talent to give to others. And when we blend this unique talent with service to others, we experience the ecstasy and exultation of our own spirit, which is the ultimate goal of all goals.

Deepak Chopra

Veterans Safe Haven

Deon - Former Veteran Safe Haven Resident

Deon Horn, a former marine, who worked as a mail carrier for the post office for 17 years. After losing his housing, he stayed at the Haven of Rest Shelter for two weeks. He went to Community Support Services and was introduced to Darrell Hill (Safe Haven Supervisor), who invited Deon to stay at the Veterans' Safe Haven. After staying at the facility for approximately 9 months, Deon was able to get his own apartment. He also secured employment with Community Support Services as a PRN Residential Aide. In this role, he provides coverage for the agencies' various residential sites as needed. Reflecting on his stay at the Veterans' Safe Haven, Deon offered, "I really enjoyed it, and it's nice and clean." He explained, "Haven of Rest is just a bunch of beds, and you have to be in at a certain time at night. Haven was good because I had nowhere else to lay my head." Then he came to the Veterans' Safe Haven, and he felt safe.

Since becoming involved with Community Support Services, Deon has had numerous accomplishments. In addition to his employment with CSS, he secured a position as a security officer for Akron Public Schools. He also obtained a job as a Juvenile Detention Officer. As Deon looks to the future, he has a timeline to achieve his dreams of moving from an apartment to a house. He also envisions continuing to do more work with youth as well as persons with mental illnesses.

Deon made a very poignant observation when he pointed out that people are afraid of what they don't understand, and most people don't understand mental illness. "People may see someone talking to themselves and be afraid of it, but if they don't understand it, they will always be afraid of it."

Darrell Hill- Safe Haven Program Supervisor



Darrell Hill, Supervisor of the Safe Haven Program of Community Support Services, explained the Safe Haven Model is a 24 hour/7 days a week, community-based, early recovery model of supportive housing. Two of the Safe Haven facilities operated by Community Support Services focus on individuals with severe and persistent mental illnesses. The agency also opened up the Veterans' Safe Haven to provide supportive services for Veterans who are homeless. The Safe Haven program doesn't have treatment participation demands on residents, but expects them to transition from unsafe and unstable street life to permanent housing and re-engage with treatment services.

Upon retirement from the Marines, Darrell started his career as a juvenile correction officer in Cleveland. After 20 years, he retired from the state and began working for Community Support Services as a security officer. When the agency was preparing to open the first Safe Haven in 2005, Darrell was asked about his interest in being part of this new program. He began as a supervisor at the Waterloo Safe Haven. With the apparent need for additional housing, Community Support Services opened a second facility. More recently, the agency applied for funding for the Veterans' Safe Haven. This program houses 12 homeless veterans. As a former Marine, Darrell was elated to have the opportunity to work with fellow veterans who had served the country and taken the same oath as he.

For Darrell, it has been important to engage the residents of the Safe Haven facilities in the community. Not only does this benefit the residents, but as Darrell explained, "The basis of stigma is a lack of education. People don't know mental illness is like any other illness in that it is treatable." He said, "One of the things that I constantly remind my clients is that you're not defined by your illness." He helps battle the stigma by trying to improve the quality of life of the persons in the Safe Haven facilities. He hopes with more education and integration of persons with mental illness into the community, we can someday erase the stereotypes.



Donations

Anonymous
Vicki Arnold
Thomas Baker
Mary Barron
Mr. and Mrs. Frederick Bayles, Jr.
The Black Keys
Tonya Block
The Body Shop
Kay Bowman
Mary F. Brackle
Church in the Falls
Compass North Church
Angela Cooper
Ashley Covey
Daniel S. Culp
Denise Cunningham
Teresa Albanese, Ph. D.
Terrence Dalton
LuAnne Decker
David P. DiSalvo
Kathy DuBose
Melissa Dunham
Crystal Dunivant
Carol Eddy
Manzoor Elahi
Brenda J. Farrell
First Congregational Church &
Children's Ctr.
Jon Garey
Girl Scouts of Northeast Ohio
Arthur B. Greenberg
Lisa Greenfelder
Michael Greenfelder
Teres Gulley
Allyson Haley
Margaret Harris
Kimberly Hartman
Brooke Hedrick
Robert & Diane Heffern

Matt & Heidi Heinle
JoAnna Hewett
Interchez Logistics
Cindy Johnson
Janice Jones
Jeremy Kowalczyk
Aaron M. Kurchev
Joan (Ragan) Leff
Diana Marshall
Yvonne Marzick
Eileen M. Schwartz, MD
Robert W. Hermanowski, MD
Kimberly Meals
Yvonne Miller
Penny Moore
Julie Morig
Karen Mullen
NAMI of Summit County
Nestle Foundation
Jon Novak
Linda Omobien
Vicki Patterson
James A. Pianalto
Twanette Pinkerton
PNC Bank
Deborah BettsMoore-Roberson
Kristen Robinson
Roetzel & Andress
Denise Ronk
Rubber City Radio Group
Martha Schaal
Frank Sepetauc
Intensive Treatment Services
Terri Shavers
Danielle Sims, Ph.D.
Lee Snyder
Keith Stahl
Mary Stormer
Leslie Powlette Stoyer

Testa Companies
The Body Shop
Norma Thoman
Rebecca Thompson
Douglas Wagner
Wayside Furniture
Tonia Welsch
Caroline Williams
Bonnie Lass Wojno
Rick & Jo Ann Young
Marissa Zilch

In Memory of

Kathryn Ferguson

Church in the Falls

Erin Geoghegan

Mr. and Mrs. Frederick Bayles, Jr.
Sherri Ryda Dzienis
Carol Goodall
Elizabeth Goodwin
Mr. & Mrs. Thomas Kane
Kim Lawson
Ellen McNulty
The Rose Family
Mr. & Mrs. Howard Turner
William & Patricia Wisniewski
Melody Wood

Mark Quinn

Denise Goldinger
James & Jeannette Quinn

Ted Williams

Chuck & Lorry Kormanik

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

Community Support Services apologizes for any omission of donations received between 1/1/15 - 12/31/15

Financial Statement

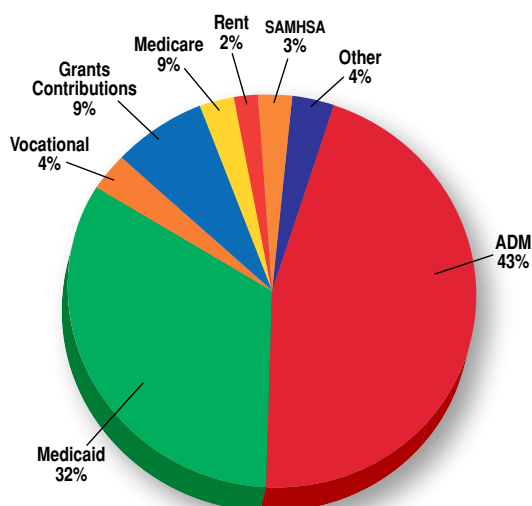
Assets

	2015	2014
Cash and Cash Equivalents	\$1,283,774	\$1,455,687
Accounts Receivable - net	2,316,144	2,335,198
Prepaid Expenses	235,472	50,218
Property & Equipment	3,719,039	3,790,729
Other Assets	1,976,106	1,976,106
Total Assets	<u>\$9,637,124</u>	<u>\$9,607,938</u>

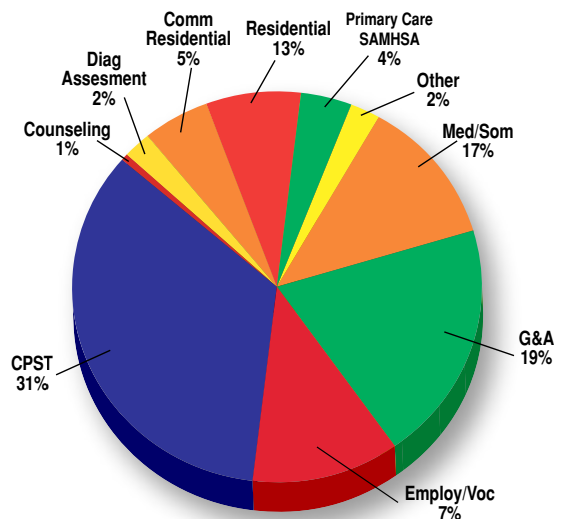
Liabilities

Accounts Payable	344,921	398,803
Accrued Liabilities	3,339,379	3,733,650
Mortgage and Loans Payable	799,009	865,770
Provision for Medicaid/ADM Paybacks	54,000	295,000
Total Liabilities	<u>\$4,587,309</u>	<u>\$5,293,223</u>
Net Assets	<u>\$5,049,815</u>	<u>\$4,314,715</u>
Total Liabilities and Net Assets	<u>\$9,637,124</u>	<u>\$9,607,938</u>

2015 Revenue \$18,014,197

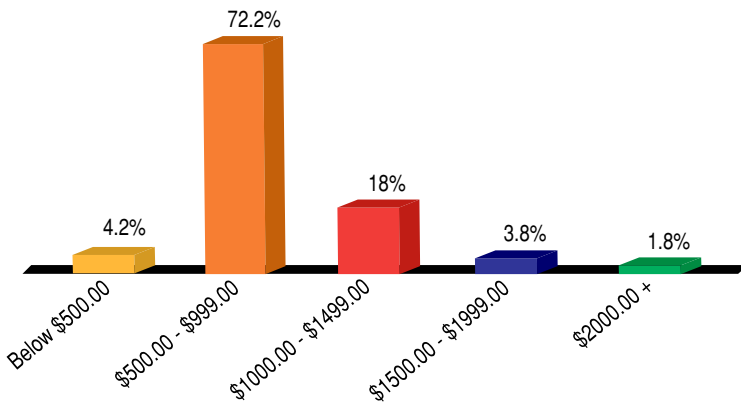


2015 Expenses \$17,279,097



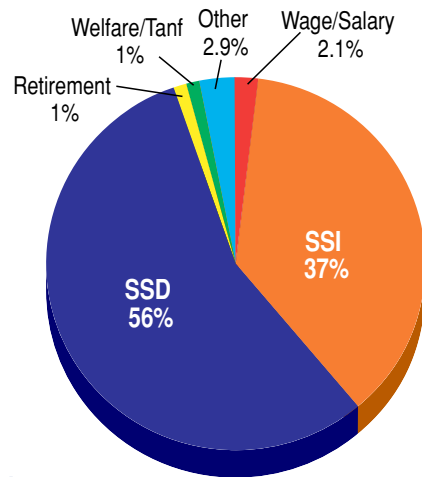
By the Numbers

Household Income

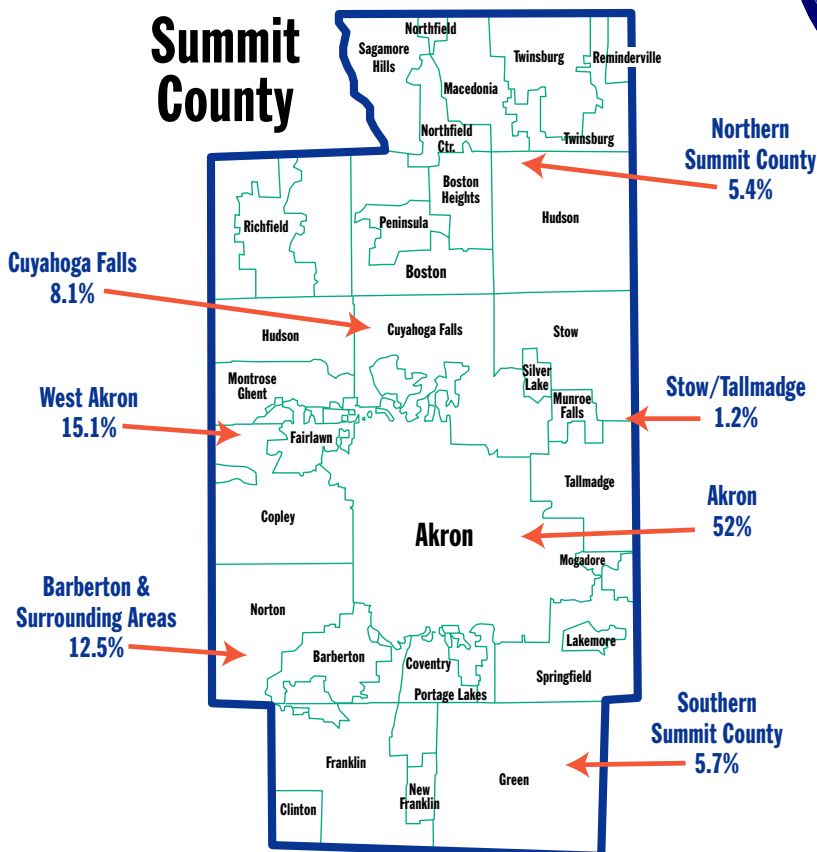


Income Source

2015

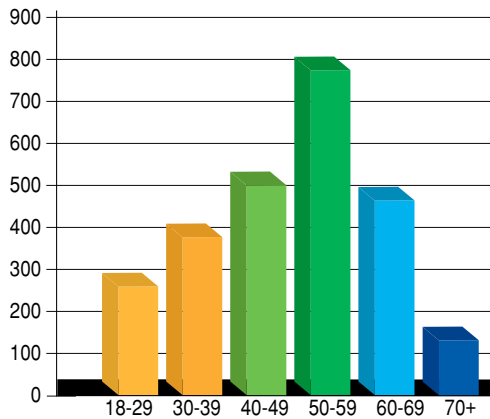


Client Location



By the Numbers

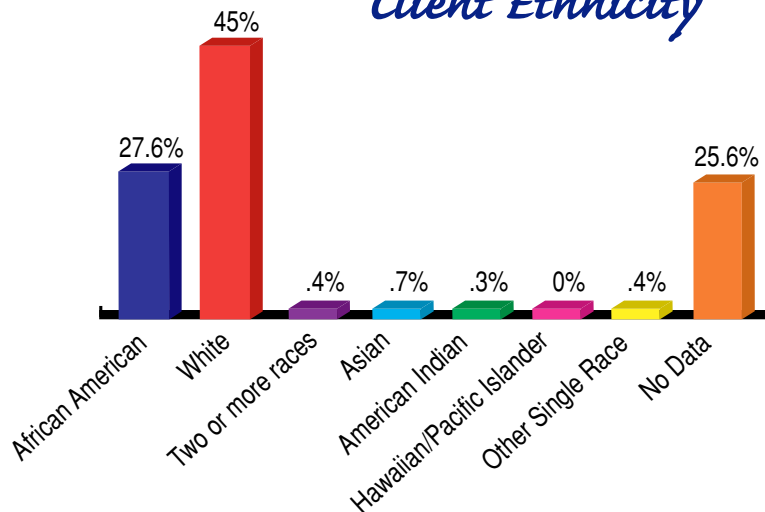
Client by Age Range



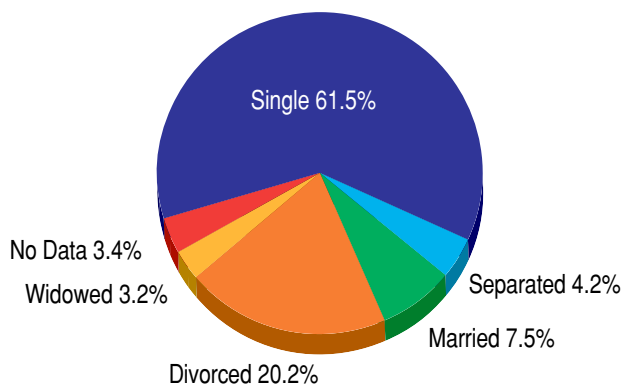
Agency Caseload

2015	3342 Cases
2014	3189 Cases
2013	2771 Cases
2012	2450 Cases
2011	2300 Cases

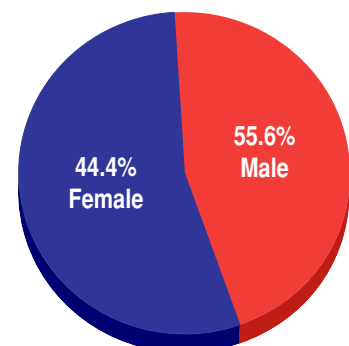
Client Ethnicity



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



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

