

COMMUNITY SUPPORT SERVICES



A Story of Support

2024 ANNUAL REPORT

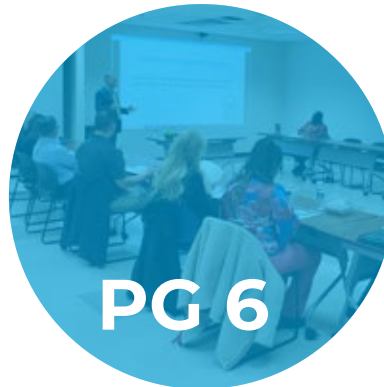


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In memory of Melissa Dunham

August of 2023 brought heartbreak as CSS Board Treasurer Melissa Dunham and her children, Renee, Amber and Evan, tragically passed away.

Melissa joined our board of directors in 2015 and had served as chair of the finance committee, as well as treasurer. She worked at Bober Markey Fedorovich & Co., where she was made partner. In the community, she was an enthusiastic supporter of the Girl Scouts of Northeast Ohio. Her daughters – both Girl Scouts – teamed up with their respective troops to put together and donate bags of personal care items for people using our Homeless Outreach Center.

We mourn their loss and keep Melissa's memory alive through service to our clients, for whom she cared so deeply.





Paul Jackson
Chair of the
Board of Directors



Bob Stokes
President & CEO



Dear Friends and Supporters,

As we reflect on an incredible year of growth, resilience, and service, we are proud to share our 2024 Annual Report with you.

This year was particularly special as Community Support Services (CSS) marked a milestone 35th anniversary of providing compassionate, community-based care to individuals in Summit County living with severe and persistent mental illness.

Over the past three and a half decades, we have witnessed the transformative impact of our work on the lives of individuals and families in our community. From the very first day of our founding, our mission has remained steadfast: to support people on their path to recovery, independence, and well-being. In our first year of service, 1988, we had approximately 1,300 clients – now in our 35th year, we served more than 4,000 individuals.

Throughout the years, we've regularly added services and programs to make our clients' lives better. For example, the Peg's Foundation primary healthcare clinic, and the homeless outreach center. And while the journey has been long, we are continually inspired by the strength, resilience, and courage of the individuals we serve, and by the tireless efforts of our dedicated staff and partners.

This year, as we celebrated our anniversary, we also reflected on our tremendous progress. **Through innovative programs, expanded services, and deeper community collaboration, we have reached more individuals than ever before.** But we are not stopping here. As we look ahead, we are committed to meeting the evolving needs of our community, addressing the ongoing challenges of mental health care, and ensuring that all individuals have access to the support they deserve.

We are incredibly grateful to all of our supporters—our donors, staff, volunteers, partners, and advocates—who have played a critical role in making this important work possible. Your unwavering belief in our mission allows us to continue serving those who need it most, and we could not do it without you.

We hope that this report provides you with a sense of the impact your support has had on the lives of many in Summit County. Together, we are building a stronger, more compassionate community.

Thank you for being part of this journey with us.

Expanding Services, Enhancing Lives



This past year, CSS funded several unique projects thanks to the generosity of two local foundations: longtime supporter Peg's Foundation and a local foundation that wishes to remain anonymous.

A Warmline for Well-Being

Providing compassionate peer support to prevent crises and hospitalizations.

In mid-2023, Peg's Foundation granted funding for CSS to establish a warmline staffed by peer supporters. Unlike a hotline, which is meant for crisis situations, a warmline provides support for clients who just need a "listening ear." The goal is to prevent a crisis that results in a 911 call or emergency room visit and reduce the number of clients being re-hospitalized. Our regional teams determined which clients would benefit from a friendly "check-in" phone call, and recovery specialists called the clients during weekday evenings. In May, the warmline was expanded to accept incoming calls from clients. The line was open for clients to call during designated evening hours, Monday through Friday.

Bridging the Gaps in Homeless Outreach

A new dedicated worker strengthens downtown support services.

Peg's Foundation also provided funding to hire a designated downtown homeless outreach worker. This position was created to help further support the Partnership for Purpose, funded by Peg's, which pairs CSS homeless outreach workers and Downtown Akron Partnership ambassadors.

Taking Help on the Road

A new outreach van brings critical resources to Akron's unsheltered community.

Our homeless outreach efforts also were boosted by a grant from a local foundation for the purchase of an outreach van. The vehicle is used by CSS homeless outreach staff who go into the community to provide supplies and resources to those living in encampments or who are otherwise unsheltered. The staff also has used it to transport those without shelter to the Akron Emergency Overnight Shelter on the coldest nights of winter.





As a Certified Community Behavioral Health Clinic, we now have dedicated areas designed for young clients to receive specialized support.

Collaborating for Community Well-Being: Expanding Care for All Ages

In the fall of 2022, CSS was awarded a \$4 million federal grant from the Substance Abuse and Mental Health Services Administration to support CSS becoming a Certified Community Behavioral Health Clinic.



A Lifespan Approach to Care

Meeting the mental health needs of children, adolescents, and adults.

A requirement of the funding was that CSS would serve “the entire lifespan” of those in the community, including children and adolescents. To do so, a team was formed to meet the unique needs of this population, including a crisis specialist and child and adolescent coordinator. In 2023, CSS began providing limited services for youth.

Creating Safe Spaces for Youth

Dedicated areas designed for young clients to receive specialized support.

Designated staff provided counseling and other services in a special area of CSS offices that was created to give young clients their own space separate from adult clients. Health screenings, assessments, counseling, psychiatry and case management are among the services that have been provided to CSS’ initial youth clients, who ranged in age from 14 to 18.

Stronger Together

Partnering with local providers to ensure comprehensive care for every child in need.

If more intensive services are needed, CSS coordinates with Child Guidance and Family Solutions or another provider to see that those needs are met.

Engaging local leaders, businesses, and families in meaningful dialogue at community events and CSS's Lunch with Leaders.

Innovative Outreach: Engaging the Community in New Ways

Building Bridges Through Education

Engaging local leaders, businesses, and families in meaningful dialogue.

CSS had a busy year promoting our services in the community. The Marketing Department and other staff members shared information and resources at 20 community events throughout Summit County. In addition, we also relaunched the Lunch with Leaders event at our offices.

During the catered hourlong lunch sessions, members of the executive team gave an overview of our mission, our services and methods for delivering those services. Attendees included representatives from local governments, businesses, church organizations and nonprofit agencies, as well as board members and clients' families. More than 60 people attended the four Lunch with Leaders sessions.



Healing Through Art: Sharing Stories, Inspiring Change

Creative Expression in Recovery

Showcasing client artistry and resilience through public exhibitions.

Two opportunities this year enabled many of our clients to express themselves and share their unique recovery stories with the public.

- Art of Recovery returned to Akron Art Museum on March 19 for a celebration of the talents and triumphs of our client artists. More than 200 guests viewed and bid on the original client-created works of art, enjoyed hors d'oeuvres, engaged with the artists, learned more about CSS, and participated in a community art project. All 20 of the participating artists were recognized, and seven of the artists received top awards for their works, as judged by Natalie Grieshammer Patrick, Director of Artist Resources for Summit Artspace, and Katie Casenhiser, CSS board member and former development officer/events for Akron Art Museum. By the end of the evening, 47 of the 51 featured works of art had been sold. Seventy-five percent of the art sale proceeds went to the artists while the remaining 25% went into the CSS Expressive Arts Therapy program.
- In the fall of 2024, eight CSS clients who were engaged in the art therapy program had the opportunity to share their artwork and perspectives in a special group art exhibit at Summit Artspace, entitled "Too Dark." The thought-provoking pieces reflected experiences with depression, anxiety, isolation, rage, psychosis, self-doubt and vulnerability while, "exposing the parts society often doesn't want to see, which have been considered 'too dark,'" explained Expressive Arts Administrator Michelle Morton. As of print time, the exhibit may still be viewed online at SummitArtSpace.org/Too-Dark-Group-Exhibition.

We congratulate our participating artists and thank them for sharing their art, their inspiration and their stories. We're also grateful to our Art of Recovery sponsors for their support and to Summit Artspace for inviting our artists to participate in a unique exhibition opportunity.

Art of Recovery photos by Edward Vullo, Foremost Photography; exhibit photo by Summit Artspace



35 YEARS OF Impact

1989

CSS and its vocational programs, Community Options and Clean Sweep, receive CARF accreditation.

Established a “fully functioning” **Substance Abuse Mental Illness (SAMI) team.**

Forty housing units developed in cooperation with the Akron Metropolitan Housing Authority.

1995

Opening of the 640 Wolf Ledges building.

2000

Maggie Carroll Smith House opened.

2003

Cedar Safe Haven home opens.

2005

Introduced the concept of Supportive Employment.

2008

The Margaret Clark Morgan Integrated Care Clinic opens to clients at Cross Street.
Klein’s Pharmacy opens on site.

1999

First peer supporters hired.

1994

First Assertive Community Treatment (ACT) team introduced.

2001

Implemented the Mental Health Court, the first in Ohio.

2004

Waterloo Safe Haven home opens.

2006

Cognitive Enhancement Therapy added to services.

2010

Clients moved into Reymann House.

Celebrating key achievements in mental health, housing, and community support.



2011

Intensive Treatment Team implemented.
Grant awarded from the Substance Abuse and Mental Health Services Administration to focus on integrated behavioral and physical health care.

2014

The Commons at Madaline Park apartments and Veteran Safe Haven home opened.

2018

Stoney Pointe apartments opened.
Health center achieved Federally Qualified Health Center Look-Alike status and opened to the public.

2022

CSS becomes a Certified Community Behavioral Health Clinic (CCBHC) with collaborator Child Guidance & Family Solutions.
Partnered with community agencies to open an emergency overnight shelter adjacent to our Homeless Outreach Center during extreme weather.

2017

The Homeless Outreach Center opened on Voris Street.

2013

First Art of Recovery held.

2020

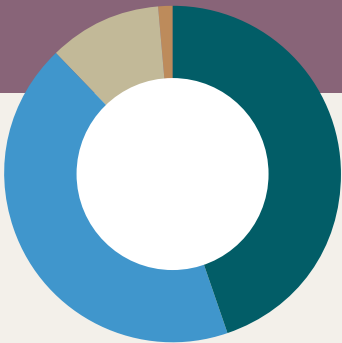
Stoney Pointe additions made.

2023

CSS starts providing services to youth.

REVENUE Total Agency Revenue \$37,686,972

- 44.9% Patient Services Revenue
- 42.9% Other Revenue
- 10.9% Government Grants Revenue
- 1.3% Earned Income Revenue



Patient Services Revenue \$16,923,104

ADM Board	\$7,064,538
Medicaid	\$8,491,182
Medicare	\$1,078,127
Insurance/Self Pay	\$109,269
State of Ohio - OOD	\$179,988

Other Revenue \$16,180,007

Payeeship Fees	\$189,955
Program Designated Gifts	\$71,543
Miscellaneous	\$176,385
Fundraising	\$123,607
340b Pharmacy	\$15,090,248
Investment Income	\$318,991
Interest	\$209,278

Government Grants Revenue \$4,091,441

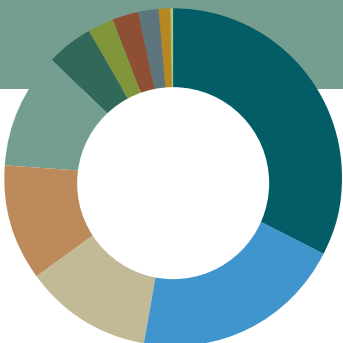
US Dept of Veterans' Affairs	\$1,133,038
US Dept of Housing and Urban Dev	\$640,589
US Health Resources & Svs Admin	\$57,462
SAMHSA - CCBHC	\$1,001,088
State - Returning Home OH	\$192,149
County - GeriACT & Thrive House (ADM)	\$513,773
PATH - SAMHSA / ADM Homeless Prgm	\$382,296
City of Akron - Warming Center	\$48,596
Other	\$122,449

Earned Income Revenue \$492,420

Rents	\$478,023
On-Call Revenue	\$12,000
Extermination Services	\$2,397

EXPENSES Functional Expenses \$34,960,645

- | | | | | | |
|--------------------------------------|--------------|-------|------------------------------|-------------|------|
| Primary Care Center (including 340b) | \$11,447,636 | 32.7% | Comm Residential | \$1,598,375 | 4.6% |
| CPST | \$7,085,149 | 20.3% | CCBHC | \$901,990 | 2.6% |
| Residential | \$4,228,248 | 12.1% | Employ/Voc | \$791,584 | 2.3% |
| G & A | \$3,910,836 | 11.2% | Intensive Treatment Services | \$699,372 | 2.0% |
| Med/Som | \$3,832,547 | 11.0% | Diag Assessment | \$421,047 | 1.2% |
| | | | Crisis and Other | \$43,862 | 0.1% |



Philanthropic Support

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

\$10,000 and up

Sue and Mal Ames Fund
Bombas, Inc.
Clonrock Foundation
GBS, Corp.
Health Resources & Services
Administration (HRSA)

\$5,000 - \$9,999

Anonymous Donor
Peggy & Kevin Gaffney
Greg & Tricia Griffith
GPD Group, Inc.
Klein's Pharmacy
Peg's Foundation
The Charles and Salome
Reymann Foundation
River Valley Paper Company
SeibertKeck Insurance
Partners

\$2,500 - \$4,999

Michelle Krockner &
Kate Raymond, DDS
Robert Stokes
Summit County ADM Board
Wealth Impact Advisors

\$1,000 - \$2,499

Bober Markey
Fedorovich & Co.
Leo & Bev Brennan
Terry Dalton
Shayne Donald
Thomas L. & Margaret M.
Gower Fund
Johnson & Johnson
Foundation
William Lowery
David Morris

Donald & Karen Mullen
North Hill Needle Crafters
Smith Godios
Sorensen, Inc.
Summit County Prosecutor
Elliot Kolkovich
Triad Communications

\$500 - \$999

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

Up to \$499

Jerry Baley
Kathy Barnhart
The Bath Church
Adlai Beard
Laura Bonko
Sarah Boyle
Craig J. Brenner
Katie Casenhiser*
Craig Chaffinch*

John C. Conley
Michelle Anne Day
LuAnn Decker
Douglas Denton
Derwin DuBose
John & Terri Frahlich
Jayne & Robert Gaebel
Martin Ganzer*
William J. Ginter
Goodwill Industries
Laura Jo Hawk*
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Karen Hrdlicka*
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Bob Kulinski
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Stephanie Leib
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Heather Neu
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Jon Novak*
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PayPal Giving Fund
Janet & Mike Pera
James Pianalto*
Abby Picciano

Setha Pich
Progressive Insurance
Foundation
Mitchell Ray
Linda & Phil Rhodes
Lesley Richard*
Mary Ann Roesse
Kassi Rushin
Christa Smith*
Shaleeta Smith*
Carmen & Kurt* Swanson
Maureen N. VanDuser
Douglas Wagner
Erica Wathey
Jeannine & Stephen Weber
Dr. Sara West
Dorothy Wiseman
Bonnie Lass Wojno
Marissa Zilch

Memorial Gifts

In memory of Melissa Dunham

Bober Markey
Fedorovich & Company
Patricia Keener
James E. Merklin
Kassi Rushing

In memory of Fred Miller

Jayne & Robert Gaebel
Leo & Bev Brennan

*Community Support
Services Board Member

CSS thanks all of our generous donors, and we honor the following:

GBS Corporation was recognized as the Corporate Donor of the Year. GBS chose CSS as the recipient of its annual Year of Giving Initiative Committee award and presented CSS with a \$15,000 donation to our homeless outreach center. GBS became aware of CSS through its CFO, JP Schippert, who is a former CSS employee.

The Foundation Donor of the Year Award went to the **Sue & Mal Ames Fund**. The fund has regularly supported CSS for several years, donating \$5,000 per year for the past five years. We are grateful for the generous legacy the late Sue and Mal Ames provided through their fund.

GBS CEO Michele Benson and CFO JP Schippert accepted the Corporate Donor of the Year Award from Bob Stokes.

We also were proud to recognize the support of longtime staff members **Shayne Donald** and **David Morris**, who both have generously donated to CSS regularly over the years. Their contributions have supported funds that allow CSS to provide innovative programs that don't receive funding from other sources, and our Dalton Fund, which helps provide meaningful activities for our clients. As dedicated CSS employees, both have seen the impact their support can make.



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:
4775

Individuals Seen
in Primary Care:
1595

Total Primary Care
Encounters:
4679

Days in Residential
Treatment:
9921

New Active
Cases:
990

New Referral
Cases:
1967



**COMMUNITY
SUPPORT
SERVICES**

Behavioral Healthcare
& Wellness

View the 2024
Annual Report online at:
cssbh.org/Annual-Report-2024

