



2023 ANNUAL REPORT

Strength in Unity

To the community,

As we reflect on the past year, we are both proud and humbled to share the accomplishments and impact of Community Support Services. It is with great pleasure that we present to you our annual report for fiscal year 2023, highlighting the strides we've made in our mission to support the physical and mental health needs of all individuals who come through our doors.

Over the course of the year, we have witnessed the resilience and strength of the individuals we serve, as well as the unwavering dedication of our staff, board, and donors. Despite the many changes and challenges in the behavioral health care field, CSS remained steadfast in its commitment to making a meaningful difference in the lives of those diagnosed with severe mental health conditions.

Our status as a Certified Community Behavioral Health Clinic (CCBHC) will enable us to provide coordinated, comprehensive, and upgraded health services for more individuals in the region.

CSS is now one of only half a dozen facilities in Ohio with both a Federally Qualified Health Center (FQHC) and CCBHC distinction.

We are pleased to report that our financial position remains strong, thanks to the prudent management of resources by our dedicated team and the generosity of our donors and funders. Your support has allowed us to maintain and expand our

programs, ensuring those in need receive the care and attention they deserve.

We extend our heartfelt gratitude to our donors, volunteers, staff, and partners who have been instrumental in our success. Your unwavering commitment to our cause has empowered us to achieve our goals and make a positive impact on the lives of individuals and families affected by physical and mental health diagnoses.

As we look ahead to the coming year, we remain committed to our mission and excited about the possibilities that lie ahead. With your continued support, we are confident that we can further our outreach, enhance our programs, and contribute to a future where physical and mental health are prioritized and accessible to all, regardless of their financial constraints or ability to pay.

Thank you for being an integral part of the Community Support Services family. Together, we are making a difference in the lives of those who need it most.



Karl Henley
Board Chair CSS



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:
4663

Individuals Seen
in Primary Care:
1605

Total Primary Care
Encounters:
5014

Days in Residential
Treatment:
5243

New Active
Cases:
1050

New Referral
Cases:
2060

CSS Becomes a CCBHC

A new approach to health

In the fall of 2022, CSS was awarded a four-year \$4 million grant by the Substance Abuse and Mental Health Services Administration (SAMHSA) allowing CSS to implement the Certified Community Behavioral Health Clinic (CCBHC) model for care delivery. CSS was one of only seven Ohio organizations to receive the grant.

The CCBHC model emphasizes coordinated, comprehensive, trauma-informed and recovery-oriented care for anyone in need of services for mental health or substance use,

regardless of ability to pay, place of residence or age. To achieve this, CSS has expanded its services to include treatment for children and adolescents, enhanced services for those with substance use disorder and increased outreach to certain populations that have been underserved. The grant provided funds to hire additional staff for these efforts, including a child and adolescent coordinator and crisis specialist; a care coordination specialist, and a cultural broker to assist with the needs of Nepali and other clients.

“We are very grateful to SAMHSA for their confidence in CSS to lead this collaboration and make a positive impact on the lives of so many of our community’s most vulnerable people.” - Bob Stokes, CSS president and CEO



As a CCBHC, CSS must offer the following core services, either directly or through relationships with designated collaborating organizations:

- Targeted case management and care coordination.
- Screening, assessment, diagnosis and risk assessment.
- Patient-centered treatment planning.
- Outpatient mental health and substance use disorder services.
- Outpatient primary care screening and monitoring.
- Psychiatric rehabilitation services.
- Peer and family support.
- Crisis mental health services.
- Intensive, community-based mental health care for veterans and service members.

CSS' collaborating partners include Child Guidance & Family Solutions, CHC Addiction Services and Portage Path Behavioral Health/ Psychiatric Emergency Services.

IMAGE FROM THE NATIONAL COUNCIL FOR WELL-BEING'S CCBHC SUCCESS CENTER

Housing Support

New facility offers housing for clients

In August of 2022, ground was broken for the Naomi Project supportive housing facility. Thanks to quick work by Tober Building Co., the facility was completed and opened just four months later, providing a new home for eight residents who were participants in CSS' Tent to House program.

The new facility, which was awarded funding through the Housing Tax Credit program, includes eight one-bedroom apartments and a clubhouse for the residents. It is one of 45 units of scattered-site supportive housing being developed in Summit County as New Frontier Homes, a collaboration between CSS, the City of Akron, Summit County Land Bank, Family & Community Services, Joanna House II and Tober Development Co. The goal of the new developments is to prevent or end homelessness for nearly 40 families in Summit County.



Left to right, Tim Tober of Tober Building Co.; Gregg Manes, JoAnna House II board member; Marco Sommerville, former Akron Deputy Mayor; Bob Stokes, CSS CEO; LaSalle Harris, founder of Joanna House II; Randy Baker, pastor; Robert Chordar, TC Architects president; and Marcel Harris.



Housing Retention

Donor-funded position boosts housing success rate

Typically, about 50% of clients who are placed in housing lose their housing within the first six months, largely because of the lack of support. This fiscal year, that number changed for CSS, thanks to a newly created staff position.

Funding awarded by a generous local foundation enabled CSS to create a full-time housing retention specialist position. The retention specialist provides case management services to help ensure newly housed clients are successfully integrating into their housing and the community. The specialist also supports clients by helping them build coping skills to deal with feelings such as depression or anxiety that can arise from living independently or being in new situations.

Initially, the specialist contacts the clients several times a week and then tapers off visits over six months. In addition to case management, the specialist helps the client connect to an agency that will continue to provide support services.

Implementation of the housing-retention specialist position at CSS led to an incredible success rate: nearly 80% of clients now maintain their housing after six months. The success of the program has led the County of Summit Alcohol, Drug Addiction and Mental Health Board (ADM Board) to take over funding the position, which initially was funded for one year.

Art of Recovery

This year's event was the most successful yet for artists, CSS

Art of Recovery 2023, presented by Klein's Pharmacy, kicked off March 10 with an online auction of 45 professionally framed client-created works of art. On March 14, the live event returned to Akron Art Museum, celebrating the artistic expression of CSS clients and marking the most successful Art of Recovery yet.

Throughout the event, nearly 200 guests viewed and bid on the art, enjoyed hors d'oeuvres, engaged with the artists, learned more about CSS, and participated in a community art project celebrating resilience. The honorary chairs were Barry and Ann Klein, owners of Klein's Pharmacy and longtime CSS supporters.

It was an exceptionally successful night for the artists. Six of the 22 participating artists received awards for their works, as judged by two local artists. By the end of the night,



Bradley Rankin's painting "Butterfly Peonies" took Best in Show at Art of Recovery 2023.

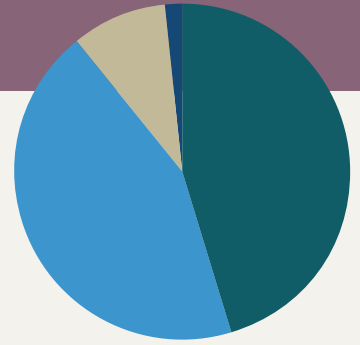
41 of the 45 pieces had sold – making it the bestselling Art of Recovery event for CSS client-artists. Seventy-five percent of the art sale proceeds went to the artists while the remaining 25% went to the CSS Expressive Arts Therapy program.

Thanks to Klein's Pharmacy and our other generous sponsors and supporters, the event was the most financially successful Art of Recovery to date.



REVENUE Total Agency Revenue \$33,313,544

■ Patient Services	\$15,170,288
■ Other Revenue	\$14,580,059
■ Government Grants	\$3,081,579
■ Earned Income	\$481,617



Patient Services Revenue \$15,170,288

ADM Board	\$5,634,829
Medicaid	\$8,153,354
Medicare	\$1,078,509
Insurance/Self Pay	\$128,935
State of Ohio - OOD	\$174,661

Other Revenue \$14,580,059

340b Pharmacy	\$13,555,885
Miscellaneous	\$238,438
Payeeship Fees	\$170,815
Program Designated Gifts	\$104,769
Fundraising	\$163,216
Interest	\$339,265
Investment Income	\$7,671

Government Grants Revenue \$3,081,579

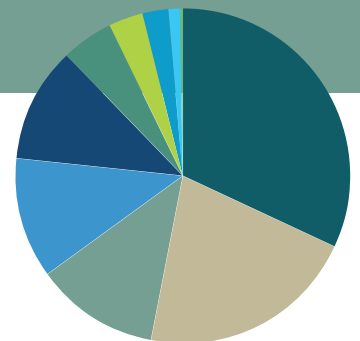
US Dept of Veterans Affairs	\$959,219
US Dept of Housing and Urban Dev	\$693,019
SAMHSA - CCBHC PATH	\$363,029
City of Akron - Tent to House	\$261,817
Returning Home OH	\$217,890
US Health Resources & Svs Admin	\$126,942
Other	\$104,010

Earned Income Revenue \$481,617

Rents	\$436,046
On-Call Revenue	\$42,200
Extermination Services	\$3,371

EXPENSES Functional Expenses \$32,036,918

■ Primary Care Center	\$10,243,375	■ Comm Residential	\$1,577,603
■ CPST	\$6,804,188	■ Employ/Voc	\$1,046,665
■ Residential	\$3,853,470	■ Intensive Treatment Services	\$829,699
■ G&A	\$3,665,491	■ Diag Assessment	\$335,524
■ Med/Som	\$3,630,580	■ Other	\$50,324



Our Donors Make the Difference

CSS' success has been buoyed by the many donors who support us every year. Three donors who went above and beyond this year were honored at our annual meeting.



Karl Henley (L) with board member Aaron Kurchev.



Peg's Foundation Chief of Staff Victoria Romanda with board member Aaron Kurchev (L) and CSS CEO Bob Stokes.



Barry and Ann Klein (center) with board member Aaron Kurchev (L) and CSS CEO Bob Stokes.

Outgoing CSS Board of Directors **Chair Karl Henley** was presented with the Individual Donor of the Year Award. As executive vice president and partner at SeibertKeck Insurance Partners, Karl has directed top sponsorships for our Art of Recovery event since he joined the board in 2012. In addition, this year Karl made a significant contribution to CSS to help us create a permanent display to honor all who have served on the CSS board since we were established in 1988.

Our Foundation Donor of the Year Award was presented to **Peg's Foundation**, whose support was instrumental in the establishment of our health care clinic. Not only did Peg's make a significant financial contribution, but its leadership was involved in the design and creation of the clinic. More recently, Peg's has invested in the creation of a warmline for CSS, providing friendly conversations for many of our clients and additional employment opportunities for some of our peer supporters.

Our Corporate Donor of the Year Award went to **Klein's Pharmacy**, which has maintained an important partnership with CSS since its pharmacy opened at the CSS offices in 2008. In addition to their dedication to our clients' health and well-being, Barry and Ann Klein have been devoted supporters of our Art of Recovery event since it began. The Kleins stepped up to become the title sponsor of Art of Recovery 2023 and served as honorary chairs for the event. Their hands-on involvement made it possible for Art of Recovery to achieve its highest total ever.

Thank you to all of our donors!

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
Health Resources & Services Administration (HRSA)
Klein's Pharmacy
Peg's Foundation
Anonymous Donor

\$5,000 - \$9,999

Sue and Mal Ames Fund
The Mary S. and David C. Corbin Foundation
Brian Davis
GPD Group, Inc.
Greg & Tricia Griffith
River Valley Paper Company (now known as Integrity Fiber)
SeibertKeck Insurance
Anonymous Donor

\$2,500 - \$4,999

Michael Bullock
Terry & Sharon Dalton
Aaron Kurchev* and Annie Semonin
Dean & Bethany Martin
Johnson & Johnson Foundation
NAMI of Summit County
PNC Bank
Provision Honey
Shriver's Pharmacy
Robert & Beth Stokes
Wealth Impact Advisors

\$1,000 - \$2,499

Ancora
Thomas L. & Margaret M. Gower Fund
Karl Henley *
William & Anne Lowery

Memaw, Inc.
Oriana House
Smith Godios Sorensen, Inc.
TRIAD Communications, Inc.
Joanna Tucker *
University Bible Fellowship
The Vana Family Foundation
Westfield Bank
Bruce and Mary Helen Wright

\$500 - \$999

Akron Metropolitan Housing Authority (AMHA)
The Bath Church
Blick Art Materials
Bober Markey Fedorovich & Company
Cleveland Clinic
Akron General
Beth Drake Real Estate, LLC
Nancy and Kevin Fallon
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GOJO Industries, Inc.
Jaime Iceman *
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Mace's Pharmacy
Judge Elinore Marsh Stormer
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Loree Vick

Up to \$499

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Jerry Baley
Adlai Beard
Pam Bof
Michael & Tammy Bratton

Brennan, Manna & Diamond LLC
Craig J. Brenner
Michael Brown
Michael Cassel
CHC Addiction Services
Patricia Cheek
Chipotle Mexican Grill
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Laura Cooney
Tammy Crapanzano
Michelle Anne Day
LuAnne Decker
Douglas Denton
Kathy DuBose
Carolyn Emmett
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Jerry H. Freeman
John D. Hornke Living Trust
Neal Donald Horrigan
IBH Addiction Recovery
Tammy Jenkins-Carr
Faiza Khimji
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Henry Lykes *
Allison Martzolf
Michael McGlinchy
Fred Miller
Charles Millward
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Staci Nevels *
Phyllis Nothnagel
Jon Novak *

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Reggie & Christa* Smith
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Kurt * & Carmen Swanson
Curtis Thompson
Rebecca Thompson
Erin Tucker
Maureen N. Van Duser
Meghan Vickers
Jeannine & Stephen Weber
Sara West
Marissa Zilch

In memory of Chase Webb
Thomas & Ruth Bartholomew
Kimberly O. Mender
Gina & Daniel Mendiola
Ms. Lindsay Rice
Lizzie Siegel (Berkovitz)
Alexandra Walker

*Community Support Services Board Member



View the 2023 Annual Report online at: cssbh.org/Annual-Report-2023

