

WELCOME

to



**COMMUNITY
SUPPORT
SERVICES**



Since 1988, Community Support Services has been a trusted provider of behavioral health services for adults in the community. As of October 2023, CSS also offers behavioral health services for children and teens.

This short guide will introduce you to the organization as a partner in your child's well-being. It outlines how we can work together to ensure your family receives the best care possible as well as what we expect from you on this journey.

Mission Statement:

Helping you achieve a healthy mind and body while supporting you to live and work in your community.

It is our hope the compassionate care offered by Community Support Services helps your child or adolescent thrive. If you have any questions, we welcome you to contact us directly. Thank you for choosing Community Support Services.

Trauma Informed Vision Statement

Community Support Services strives to create a safe and supportive environment by honoring the unique experiences of all staff, consumers, and community partners. As holders of hope, we demonstrate our commitment to this vision through continued awareness and collaborative efforts across the agency.

Resiliency

The Ohio Department of Behavioral Health highlights the concept of resiliency. CSS strives to foster resiliency in its care for children and teens.

- All children, youth and families have strengths and are capable of overcoming challenges.
- All children have the right to hope and success starting at birth and lasting a lifetime.
- All communities and systems have a responsibility and make a commitment to nurture resiliency with all children.
- Youth and families are experts in their experiences.
- Youth and families have voice and choice in services and supports.
- The system is sensitive to culture, community and values of the individual youth and family.
- Services and supports are individualized, flexibly delivered, and tailored to meet the unique needs of the youth and family.
- The system is affirming of youth and family with unconditional acceptance.
- Supports and services focus on promoting resiliency, while reducing risks and stabilizing symptoms.
- The system provides access to a complete continuum of care that addresses mental health promotion, education and intervention across developmental ages and stages.
- The system invests in our youth as our most valuable resources.
- Efforts to implement a resiliency-oriented mental health system need to be embedded in a community structure that supports them and sustains their effects.

<https://mha.ohio.gov/get-help/prevention-services/building-resiliency>

Certified Community Behavioral Health Clinic (CCBHC)

As a CCBHC, Community Support Services is committed to providing coordinated comprehensive behavioral healthcare services for adults, teens, and children. Our goal is to ensure timely access to needed services while offering compassionate quality care for all.

Hours of Operation

Outpatient Programs:

The agency is open Monday – Friday, 8:30am – 5:00pm. For children and teens, services are available late afternoons and on Tuesday evenings.

Community Support Services is closed in recognition of the following holidays: Martin Luther King Day, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Day.

Emergency Contacts



CSS: 330-253-9388

CSS After-Hours Crisis Support: 330-571-5881

Mobile Response for Youth in Crisis (under the age of 21): 988

Addiction Helpline: 330-940-1133

Medical Emergencies: Call 911 or go to Akron Children's Hospital, 177 W. Exchange St., Akron, 330-543-3000

Recovery is a Journey

Community Support Services strives to connect clients with services to support mental, emotional, and physical wellness. Our services are aimed at helping the whole person. As an agency, we recognize the recovery journey is a process. We will offer support and guidance as you navigate the journey.

Children and teens are initially assigned to the **Child & Adolescent Coordinator**. This individual will work with the family to determine immediate and longer-term goals. After having a better understanding of the needs of the child or adolescent, the Child & Adolescent Coordinator will connect the family with the appropriate services. If there are other community services that may be beneficial, CSS will help to make these referrals. As part of the initial appointments, the Child & Adolescent Coordinator will also do some brief physical health screening. **To reach the Child & Adolescent Coordinator, please call 330-253-9388 ext. 262.**

It is our goal to provide education and support about mental illness as well as addiction. We offer strategies to manage symptoms and medication. Our goal is to help you and your child find the right services to achieve your treatment goals.

Programs/Services Available @ Community Support Services for Children & Teens

Art Therapy – At Community Support Services, Art Therapy offers a creative outlet to express ideas that may be difficult to put into words. Art Therapy uses the art media, creative process, and the resulting artwork to explore feelings, reconcile emotional conflicts, foster self-awareness, reduce anxiety, and improve self-esteem. Art Therapy is offered in group and individual formats.

Case Management – Community Rehabilitation Specialists (CRS, also known as Case Managers) assist clients to connect with agency and community resources. The CRS walks beside the client in his or her recovery journey.

Counseling – Counseling focuses on assisting individuals to explore thoughts, feelings, and behaviors with an emphasis on enhancing their quality of life. The counselor works collaboratively with the individual to establish goals to provide a path toward positive change.

Crisis Intervention – Crisis intervention services are available, in conjunction with local police departments, to provide assessment and outreach to individuals in crisis or in need of some type of intervention. During non-CSS hours, if emergency assistance is needed there are several resources available, including 988 and the agency's after-hour contact number. If police are contacted for support, it is important to request a CIT (Crisis Intervention Trained) officer if one is available. Mobile Response for Youth in Crisis (under the age of 21) may also be appropriate. MRSS may be reached at 330-564-4520.

Psychiatry - Additionally, our Board-Certified Psychiatrists and Psychiatric Nurse Practitioners conduct initial diagnostic evaluations, medication management, and consultation for all clients of the agency.

Pharmacy – Klein’s Pharmacy operates an on-site pharmacy at Community Support Services.

Substance Use Disorder Services – For individuals who may be struggling with substance use disorders, the agency offers substance use assessment and on-site services. As appropriate, referrals may be made to local providers to meet the needs of the individual.

Transition Age Youth – When a young person is approaching an 18th birthday, the agency will work collaboratively with the family to provide the necessary supports to support the ongoing well-being of the individual. As an adult, there are additional services available.

Telehealth Services

When feasible, Community Support Services offers some services via telehealth, using telephone calls and interactive videoconferencing (i.e. Zoom). At the onset of a telehealth service, you will be asked to verify your identity. You and the provider shall take every precaution to ensure the privacy of the session and your confidentiality.

Fees and Payment

New clients to the agency are required to complete a financial intake during the first visit. This will ensure CSS has the correct insurance and billing information for services and also to determine eligibility for the Sliding Fee Schedule. Once established, a yearly Financial Update will be conducted by our Financial Intake Staff.

Community Support Services is dedicated to making quality treatment available to everyone, regardless of ability to pay. CSS accepts Medicaid, Medicare, MyCare Ohio and some commercial insurances. We will assist in determining eligibility.

Psychiatry Services –A sliding fee schedule is available based on family size and income.

Behavioral Health Services – You may be eligible to receive funding from the Summit County ADM Board if eligibility requirements are met. If you do not have insurance coverage, a sliding fee schedule is available based on family size and income. We do not deny services to anyone based on ability to pay. Our Finance Staff will assist in reviewing eligibility requirements with you.

To complete the financial intake, the following information is requested:

- Verification of Family Income
- Insurance Card

What You Can Expect from Community Support Services

- We will treat you with respect and dignity.
- We will respect your privacy and confidentiality.
- We will listen to you without judgment.
- As treatment providers, we will follow ethical guidelines.
- We will share information about resources and services available to you.
- With your permission, we will include family members and others in your treatment.

What Community Support Services Expects from You

- Actively participate in services, including working with the team to create a plan for services. If you are unable to keep a scheduled appointment, kindly call at least 24 hours in advance to reschedule.
- Share information that will help us to best assist your child or adolescent, including updated contact information if you move or change your phone number.
- Children and teens shall not be left alone in the agency's waiting rooms or treatment areas.
- Follow our safety guidelines, including not bringing weapons, drugs, or alcohol into any of our sites.
- Take prescribed medications consistently. Report any side effects to the prescriber. Let us know of other medications you take, including over-the counter medications.

Client/Patient Code of Conduct

Community Support Services is committed to providing high quality healthcare. Our Code of Conduct is intended to maintain a safe and caring environment for all clients/patients, family, staff, and visitors at CSS. Our client/patient Code of Conduct helps us to meet this goal. This Code of Conduct applies to all clients, patients, and visitors. CSS also expects the same from its employees.

Promoting Safety and Security

- No guns or other weapons may be brought into the agency.
- No illegal or dangerous items.
- No alcohol or drugs. If you appear to be intoxicated / high and engaged in inappropriate behavior at CSS or with CSS staff, we may end your visit for the day.

Communicating and Acting in a Respectful Manner

- Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing are not welcome. Examples of these include, but are not limited to the following:

- Offensive comments about others' race, accent, age, religion, gender identity or expression, sexual orientation, disability, or other personal traits.
- Threats of physical violence via e-mail, telephone, or in person
- Physical attacks of staff (hitting, spitting, biting, etc.)
- Sexual or vulgar words or behaviors directed toward others.
- Disrupting another client/patient's care or treatment at CSS.
- Intentionally damaging or destroying agency property.

Code of Conduct Violations

If CSS believes you have violated this Code of Conduct with unwelcome words or actions, CSS staff will remind you of these expectations. You may be asked to leave for the day. Repeated violations of this Code of Conduct may result in discharge from CSS. Actions that present physical harm to staff and/or other clients/patients may warrant more immediate action. CSS and its staff may contact law enforcement for assistance. The agency and its staff has the right to file charges

Please immediately report your concerns to a staff member if you or your family member is a target of any such behavior when you are in our buildings.

Input from Clients and Others

As part of the Community Support Services' commitment to continuous quality improvement, the agency readily seeks out feedback and suggestions for improvement. At least twice per year, agency satisfaction surveys are conducted. Any interested client receiving mental health services may complete a survey. Additionally, specific program satisfaction surveys are routinely completed. Satisfaction surveys are also available on the agency's website (www.cssbh.org).

The agency also encourages participation in the Recovery Advisory Council (RAC). This group, comprised of clients and family members, meets on a regular basis to review satisfaction survey results and to identify ways to improve the client experience.

Smoke-Free Organization

As Community Support Services cares about the health of our clients and staff, the agency elected to become a smoke-free organization as of January 1, 2014. Smoking and the use of other tobacco products is not permitted on the campus of Community Support Services.

Use of and Illegal and Legal Drugs

Community Support Services does not permit the use of illegal drugs on the campus or in any of its programs. If an individual is suspected to be using illegal drugs on the property of Community Support Services, he or she will be asked to leave the premises immediately. If there is a concern for safety of the individual, the agency may elect to call local police for assistance.

It is permissible for clients to have prescribed medications on their person. Medications will be in the medication bottles from the pharmacy or in other packaging.

Use of Cellphones and Other Electronic Devices

At Community Support Services, we value and respect the privacy of our clients, visitors, and staff. The following is our policy on when you can use your personal devices on our premises and at any of our facilities and practices. We appreciate your cooperation.

Please silence your cellphones when entering the building. Out of respect for others, we ask you to refrain from talking on your cellphone in the lobby areas of Community Support Services.

Clients and visitors are welcome to use personal devices in the following areas:

- Outside the agency
- Parking lots

Please be considerate of those around you when using your mobile devices. Remember that others may overhear your conversations and that you may not have an expectation of privacy. Use low, quiet voices, and do not act in a disruptive or disrespectful manner. Remember that talking or texting can be distracting or expose you to cybersecurity risks. You are also responsible for your own safety and security while using your mobile devices. Our priority is to deliver quality care to our clients.

Taking Photos and Recording in Public Areas

Photos or recordings in public areas where clients/patients are located, including halls and waiting areas, are not allowed unless supporting a valid business purpose approved in writing by Community Support Services management. **Taking a photo or recording of staff or other clients and families without their permission is also prohibited.**

We have the right to ask you to stop using your mobile devices and/or recording in violation of our policy. If you refuse and you are not receiving emergency care, we may stop your treatment and ask you to leave. If you are a visitor, we may ask you to leave regardless of whether the client is still being treated by us. Privacy is everyone's responsibility, and we appreciate your cooperation and support. Thank you for helping us protect privacy.

Weapons

Community Support Services does not permit any weapons (guns, knives, etc.) in its facilities. Anyone suspected of carrying a weapon will be directed to turn the weapon over to agency security. Weapons will not be returned. At the main campus (150 Cross St. and 640 Wolf Ledges), Community Support Services has on-duty law enforcement to support the well-being of clients, visitors, and staff.

Seclusion and Restraint

Community Support Services does not permit agency staff to engage in seclusion or restraint. The safety of all people including clients, staff, and visitors is a high priority for the organization. Agency staff

receive annual training in strategies to assist in managing potentially challenging situations. At the main campus, security staff are also available.

Transition and Discharge

During your treatment with Community Support Services, the treatment team will work with the family to continually assess the child or adolescent's needs. It may also be possible you may begin to see your treatment providers less frequently or potentially be discharged from agency services. As you approach your 18th birthday, your treatment team will discuss treatment as a young adult.

If you relocate out of Summit County or are no longer in need of services, the treatment team will complete a discharge summary with the family. As part of this process, the treatment team will offer information about how to connect with services in another area or how to return to Community Support Services in the future.

Family Support

If there are family members or other important people you want to have involved with your treatment, we welcome them to participate. For people under the age of 18, parent or guardian consent is necessary for services. It is necessary for you to sign a Release of Information to allow us to communicate with others, including other family members, school officials, and other healthcare providers.

Family members may want to connect with **NAMI Summit County**. From the NAMI Summit County website, "NAMI offers and shares compassion, hope, education, coping and advocacy skills to families and friends of the mentally ill. We seek to understand the illness which affects our loved ones, and find ways to make our lives more endurable. We hope that by coming together as a support group we will find common ground on which to work towards better relationships with our mentally ill family members."

NAMI SUMMIT COUNTY

www.namisummit.org

330-252-1188

In addition to NAMI Summit County, Community Support Services has a Family Coordinator and Outreach Specialist available.

Code of Ethics for Agency Staff

Community Support Services, Inc. recognizes its responsibility to operate in accordance with all applicable local, state, and federal statutes, laws, and regulations, as well as in a manner consistent with good moral, ethical and legal practices, including but not limited to the guidelines listed below.

- All individuals are expected to provide services or ensure the provision of services, without discrimination or ability to pay.
- All individuals are expected to abide by the Conflict-of-Interest Policy.

- All individuals are expected to abide by the agency's policies related to contractual relationships, including, but not limited to the signing of contracts and other agreements.
 - All individuals are expected to honor the privacy, confidentiality, and security of information of clients and other agency matters to the extent permitted by law.
 - All individuals are expected to regard the rights and views of the public, coworkers, clients, and significant others with fairness, courtesy, and good faith.
 - All individuals will not exploit the trust of the public, staff, or the organization.
 - All individuals shall avoid relationships that could impair professional judgment including the following: exchange of gifts, money, gratuity, personal fundraising, personal property, setting boundaries, and the witnessing of legal documents.
 - All individuals shall not engage in or condone any form of harassment, exploitation, abuse, or neglect.
 - All individuals are expected to respect and cooperate with the public, staff, and others involved with Community Support Services, Inc.
 - All individuals are expected to adhere to the agency's policy regarding the prohibition of waste, fraud, abuse, and other wrongdoings.
 - All individuals are expected to participate in agency measures to evaluate performance with fairness, honesty, consideration, and trust.
 - All individuals are expected to accurately represent their education, training, experience, and competencies, and shall continue to seek knowledge and training to accommodate needs of their position.
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- Individuals receiving services at Community Support Services, Inc. can expect to be admitted, transferred, or discharged, to or from programs operated by the agency or programs external to the agency in a planful manner, based on medical necessity, in compliance with confidentiality and continuum of care policies, without regard to economic issues and in accordance with applicable local, state, and federal laws and regulations.
 - Individuals served by Community Support Services, Inc. can expect to be billed at a fair rate, be billed only for the services received, have access to an itemized statement of their bill and have access to knowledgeable staff to discuss questions or concerns about their bill. Individuals can expect a response to all questions and concerns within a reasonable amount of time.
 - All individuals can expect Community Support Services' marketing practices to fairly and accurately represent its scope of services, levels of care, and to comply with all current applicable laws and regulations of truth in advertising and non-discrimination.
 - All individuals are expected to adhere to the agency's policies regarding organizational fundraising, including the solicitation of donations for the agency.
 - All individuals are expected to adhere to the agency's social media policy.
 - Individuals served by Community Support Services, Inc can expect reports of suspected unethical behavior will be investigated promptly resulting in timely decisions with appropriate action.
 - Community Support Services maintains a no-reprisal approach for reporting of allegations of violations of ethical codes.

- Staff may report alleged violations of ethical codes to the immediate supervisor, Human Resources, Director of Quality and Compliance, or Red Flags Reporting.
- Clients and other stakeholders may report alleged violations of ethical codes to the Client Rights Advocate.

Individuals served by Community Support Services, Inc can expect that reports of suspected unethical behavior will be investigated as appropriate, and that appropriate action will follow.

Client Rights

If you feel there have been any violations of the client rights, the child, adolescent, or parent/guardian is encouraged to speak with any member of your treatment team about the concern. You may also contact the Community Support Services Client Rights Advocate, 330-253-9388 or clientrights@cssbh.org.

You have the right to discuss your concerns with no fear of reprisal. We will work with you to resolve the concern as quickly as possible.

Clients of Community Support Services have the following rights:

- (1) The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
- (2) The right to reasonable protection from physical, sexual, or emotional abuse and inhumane treatment, financial or other exploitation, retaliation, humiliation, and neglect;
- (3) The right to receive services in the least restrictive, feasible environment;
- (4) The right to participate in any appropriate and available service that is consistent with an individual service plan (treatment plan), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
- (5) The right to give informed consent or refusal or expression of choice regarding service delivery, release of information, concurrent services, and/or composition of the service delivery team, including medication absent an emergency;
- (6) The right to participate in the development, review, and revision of one's own individualized treatment plan and receive a copy of it;
- (7) The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
- (8) The right to be informed and the right to refuse any unusual or hazardous treatment procedures;

(9) The right to be advised and the right to refuse observation by others and by techniques, such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;

(10) The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations;

(11) The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;

(12) The right to be informed, with a reasonable amount of time in advance, of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;

(13) The right to be informed of the reason for denial of a service;

(14) The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, national origin, citizenship, gender, sex, sexual orientation, gender identity, gender expression, disability, genetic information, human immunodeficiency virus status, or any other characteristic prohibited by local, state, or federal laws;

(15) The right to know the cost of services;

(16) The right to be verbally informed of all client rights and to receive a written copy upon request;

(17) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;

(18) The right to file a grievance;

(19) The right to have oral and written instructions concerning the procedure for filing a grievance and to assistance in filing a grievance if requested;

(20) The right to be informed of one's own condition;

(21) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

(22) The right to access self-help and advocacy support services.

(23) The right to informed consent or refusal to participate in research projects with an expectation of adherence to research guidelines and ethics when persons served are involved.

Confidentiality

As a client/patient of Community Support Services, we protect your right to confidentiality as guided by the laws of the State of Ohio. There are, however, some limits of confidentiality.

Risk: If you are assessed as being a danger to yourself or others, we may share your information to access appropriate treatment for you.

Child or Elder Abuse/Neglect: We are mandated to report suspected cases of child or elder abuse and neglect.

Animal Abuse: We are mandated to report suspected cases of animal abuse.

Privacy Practices (HIPAA)

Our official Notice of Privacy Practice is posted in our lobby and informs individuals about the rights surrounding the protection of their individually identifiable health information and our obligations concerning the use and disclosure of such information. This notice applies to all records created, obtained, or retained by Community Support Services, Inc. We may update our Notice of Privacy Practices at any time. You may ask for a copy at any time.

The following categories describe the circumstances in which we may use and disclose your Individually Identifiable Health Information:

- Treatment
- Appointment Reminders
- Payment
- Health Care Operations
- Treatment Options
- Disclosures required by law
- Health-related benefits and services
- Release of Information to Family/Friends

The following categories describe unique situations in which we may disclose your Individually Identifiable Health Information:

- Public Health Risks
- Health Oversight Committees
- Lawsuits and Similar Activities
- Deceased Patients Organ and Tissue Donation
- Serious Threats to Health or Safety
- Military
- National Security Inmates
- Worker's Compensation
- Law Enforcement
- Research

As a client of Community Support Services, you have rights regarding the Individually Identifiable Health Information that we maintain about you. The policies and procedures for the following circumstances are listed in our Notice of Privacy Practices:

- Confidential Communications
- Requesting Restrictions
- Inspection and Copies
- Amendment
- Accounting of Disclosures
- Right to a Paper Copy of this Notice
- Right to File a Complaint
- Right to Provide an Authorization for Other Uses and Disclosures

If you have any questions about our privacy practices, please contact:

Community Support Services Privacy Officer, 150 Cross Street, Akron, OH 44311

Email: PrivacyOfficer@cssbh.org Telephone: 330-253-9388 or 800-268-0014 ext. 604

Main Agency Phone Numbers

- 330-253-9388
- 330-996-9130 (Appointment Center for Psychiatry Appointments)
- 330-571-5881 (After Hours Crisis Support)

Main Location

150 Cross Street
Akron, Ohio 44311

Services include: Community Psychiatric Supportive Treatment (Case Management), Medication Clinic, Integrated Health Clinic (Psychiatry and Primary Care), Nursing, Wellbeing Hub for Children and Teens

For Child / Teen Services, please use the entrance located off of Cross St. It is labeled CSS Wellbeing Hub for Children and Teens.

Wolf Ledges Building (Adults Only)

640 Wolf Ledges Parkway
Akron, Ohio 44311

Services Include: Employment/Vocational, ACT Teams, Intensive Treatment (CET, Counseling, Day Treatment, Art Therapy, Afternoon Groups) (Adult Based Services)

Voris St. Building (Adults Only)

111 E. Voris St.
Akron, Ohio 44311

Services Include: Homeless Outreach (Adults)

Residential Sites (Adults Only)

These locations require applications and/or referrals.

Commons at Madaline Park: [234-231-7130](tel:234-231-7130)

Stoney Point Commons: [234-815-1334](tel:234-815-1334)

Edgerton Group Home: [330-836-6687](tel:330-836-6687)

Maggie Carroll Smith House: [330-923-9957](tel:330-923-9957)

Reymann House: [330-733-6203](tel:330-733-6203)

Thrive House: [330-376-8901](tel:330-376-8901)

Veteran Safe Haven: [330-475-8267](tel:330-475-8267)

Waterloo Safe Haven: [330-724-4494](tel:330-724-4494)

Weisman Safe Haven: [330-733-4697](tel:330-733-4697)