



### **Welcome to Community Support Services!**

Since 1988, Community Support Services has offered comprehensive quality behavioral healthcare services for adults living with severe and persistent mental illnesses. Today, however, the organization has opened its doors to all adults in need of healthcare.

This short guide will introduce you to the organization as your partner in mental and physical wellness. It outlines how we can work together to ensure you receive 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.

We hope the programs and services offered by Community Support Services support you in your recovery.

If you have any questions, we welcome you to contact us directly. Thank you for choosing Community Support Services.

Sincerely,

*Robert Stokes*

Robert Stokes  
President/CEO



# 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.

## Hours of Operation

### Outpatient Programs:

The agency is open Monday – Friday, 8:30am – 5:00pm.

Community Support Services provides medication monitoring after hours (weekends/evenings) for individuals receiving treatment from an Assertive Community Treatment Team (ACT). This is based on the needs of the client.

Community Support Services is closed in recognition of the following holidays: Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve (@12:30pm), Christmas Day, New Year's Eve (@12:30pm), and New Year's Day.

### Residential Programs:

The agency's residential programs operate 24/7.

## Emergency Contacts

During non-agency hours, you may contact the on-call supervisor if you have urgent needs. The after-hours on-call supervisor may be reached at 330-571-5881.

If you have emergency mental health needs during non-agency hours, you may contact Psychiatric Emergency Services at 330-762-6110 or go to the nearest emergency room.

If you are a patient of the Primary Care Clinic of Community Support Services and have urgent needs, you may call 330-815-4273. If you have emergency physical health needs, you should call 911 or go to the nearest emergency room.

If you are experiencing suicidal thoughts, you may reach out to your treatment team at CSS. You may also use the following 24/7 free and confidential supports.

Support Hotline - 330-434-9144

National Suicide Crisis Lifeline - 1-800-273-8255

Crisis text Line - Text 4HOPE to 741-741

## 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.

If it is determined, as part of the intake, you would benefit from case management services, you will be assigned to a **Client Access Specialist**. This individual will work with you to determine immediate goals while beginning to link you with agency services and community resources. The Client Access Specialist can assist you in accessing other agency programs and services.

If you are not assigned to a Client Access Specialist, you may ask your psychiatric provider for a referral to agency services.

It is our goal to provide education and support about mental illness as well as addiction. We offer strategies to manage symptoms and medication. We strive to empower you to develop community-based supports. We support you to find employment. We help you to develop the necessary supports to live in the community.

## Programs/Services Available @ Community Support Services

**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.

**Assertive Community Treatment** - The ACT program offers intensive case management to those most at risk in the community. A specialized team of providers partner with clients to assist them with meeting basic needs and working toward recovery. These services requires an insurance prior authorization.

**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, it is recommended the local police department be contacted. It is important to request a CIT (Crisis Intervention Trained) officer, if one is available.

**Day Treatment** - Day Treatment is an intensive, Monday through Friday 3-hour, group for those experiencing active symptoms of mental illness. Day Treatment can serve as an alternative to hospitalization, providing education on coping with mental health symptoms and current stressors.

**Group Services** – Community Support Services offers several group opportunities based on the specific needs of the participants, including Cognitive Enhancement Therapy (CET) and substance abuse group programming.

**Homeless Outreach** – For individuals who are not connected with the agency or other mental health services and are experiencing homelessness, the agency's Homeless Outreach program may be appropriate. The program is located at 111 E. Voris St., Akron. To contact Homeless Outreach, please call 330-762-4663.

**Integrated Care Clinic** - The Integrated Care Clinic offers coordinated preventive care, disease management, and wellness management. Services available include wellness checks, routine medical appointments, management of chronic illnesses, on-site mammograms, diabetic screening, , HIV screening, eye exams, and podiatry. Additionally, our Board-Certified Psychiatrists and Psychiatric Nurse Practitioners conduct initial diagnostic evaluations, medication management, and consultation for all clients of the agency.

**Medication Clinic** - The Medication Clinic is a specialty clinic offered for individuals who take a long-acting antipsychotic injection (LAI) as part of their mental health treatment program. Nurses provide medication monitoring, injection administration services, basic nursing services and AIMS tests for approximately 700 clients who visit the clinic each month.

**Mental Health Court** – The Mental Health Court program is offered in collaboration with the local courts. There are mental health courts in the Akron, Stow, and Barberton Municipal Courts. Additionally, Community Support Services participates in the Hope Court, Felony Mental Health Court.

**Nursing Services** – Each treatment team has an assigned RN Care Coordinator. The RN Care Coordinator meets with clients new to the agency to determine any health needs. Additionally, the RN Care Coordinator will meet with clients as requested to review health concerns and conduct periodic assessments.

**Path Labs** – Path Labs provides on-site lab work to allow for proper monitoring of medication side effects and for assessing for potential medical causes for mental health changes.

**Peer Support** – Community Support Services maintains an active peer support program. Treatment teams include at least one certified peer support provider. A Recovery Specialist is a staff person with lived experience (someone who is in recovery for mental health and/or addiction). The Recovery Specialist can offer perspective and guidance to clients.

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

**Representative Payee Program** - For persons receiving benefits (SSI/SSD) from the Social Security Administration and with a demonstrated need of assistance with money management, Community Support Services offers a representative payee program. A Benefits Specialist or the Case Manager will develop and periodically review a budget with persons assigned to payee services to ensure rent, utilities, and other basic needs are met. Most persons receiving payee services will use a debit card to access discretionary funds. A primary intent of the program is to assist persons to live independently through responsible money management.

**Residential Treatment** - Community Support Services operates three residential treatment facilities licensed by the Ohio Department of Mental Health and Addiction Services. Services are provided 24 hours per day. The Residential Treatment program focuses on stabilization, symptom management, and skill development. Residents participate in decisions about house activities, menus, and the distribution of household duties. The average length of stay is approximately one year.

**Safe Haven Sites** – The agency’s Safe Haven programs offer a safe and secure environment for homeless individuals with severe and persistent mental illnesses to engage in treatment at their own pace. Tenants are not required to participate in services, but are required to follow basic house rules. Tenants sign a traditional tenant landlord lease and are required to pay 30% of their income toward rent. Both facilities are monitored 24 hours a day.

**Supported Housing** – As service-enriched facilities, the Commons at Madaline Park and Stoney Pointe Commons offer tenants the supportive services needed while providing safe and affordable housing. There are dedicated case management staff as well as access to peer support, psychiatry, and other supportive services available.

**Supported Employment (SE)** – SE is an evidence-based practice emphasizing consumer preferences, rapid job search and placement, integration with mental health services, and time-unlimited supports to help persons with mental illness find competitive employment. SE offers guidance through all phases of the process of obtaining employment.

## 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

At Community Support Services, it is important you receive quality treatment at a great value. As a new client to the agency, you will be requested to complete a financial intake. This financial paperwork helps us to have correct information for billing. You will be asked to update this informational at least once per year.

Medical Services – We do not deny services to anyone based on ability to pay. A sliding fee schedule is available based on family size and income.

Behavioral Health Services – If you do not have any type of insurance coverage and live in Summit County, you may qualify for funding from the Summit County Alcohol, Drug Addiction, and Mental Health Services Board (ADM) for behavioral health services.

Medicaid/Medicare: Community Support Services will assist you in determining your eligibility for Medicaid and/or Medicare. Community Support Services accepts Medicaid, Medicare, and MyCare Ohio. We do accept some private/commercial insurance.

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

- Verification of Income (paystubs, letter from the Social Security Administration, etc.)
- State Identification Card or Driver's License
- 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 your team to create a plan for your services. If 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 you, including updated contact information if you move or change your phone number.
- 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.

## **Input from Clients and Others**

As part of the Community Support Services' commitment to continuous quality improvement, the agency readily seeks out your feedback and suggestions for improvement. At least twice per year, agency satisfaction surveys are administered. 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](http://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. For those residing in the agency's residential treatment program, smoking is only permitted outside the facility in a designated space.

## **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.

## **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 persons 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, you and your treatment team will be continually assessing your needs. There may be a time when it is recommended you be transitioned to a more intensive treatment team for additional support. It may also be possible you may begin to see your treatment providers less frequently if you are stable and need less contact.

If you relocate out of Summit County or are no longer in need of services, your treatment team will complete a discharge summary with you. As part of this process, the treatment team will provide you

with information about how to connect with services in another area or how to return to Community Support Services in the future.

## Advance Directives

Advance directives are documents which indicate your instructions today about your health care for the future, in case you become unable to speak for yourself at the time you need treatment. You can state your instructions about the types of treatment you want and do not want, who may provide your treatment and who may not, and where you will and will not receive treatment.

([www.disabilityrightsohio.org](http://www.disabilityrightsohio.org))

For additional information, please visit [www.disabilityrightsohio.org](http://www.disabilityrightsohio.org). You may also ask your providers for assistance.

## Family Support

If there are family members or other important persons you want to have involved with your treatment, we welcome them to participate. It is necessary for you to sign a Release of Information to allow us to communicate with your family and/or friends.

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](http://www.namisummit.org)

330-252-1188

## 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 based on race, color, creed, age, gender, sexual orientation, gender identity, religion, disability, 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 wrongdoing.
- 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.
  
- 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 your rights have been violated, you are 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, ext. 306 or [clientrights@cssbh.org](mailto: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.

For Clients Involved in New Day Court (Outpatient Commitment): The Summit County Probate Court requires the agency to provide periodic updates as to treatment progress.

## 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
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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](mailto: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 & Primary Care Appointments)
- 330-571-5881 (After Hours On-Call Supervisor)
- 330-815-4273 (After Hours Primary Care for Established Patients)

## Main Location

150 Cross Street  
Akron, Ohio 44311

**Services include:** Community Psychiatric Supportive Treatment (Case Management), SAMI PACT and ITT ACT Teams, Medication Clinic, Integrated Health Clinic (Psychiatry and Primary Care), Nursing

## Wolf Ledges Building

640 Wolf Ledges Parkway  
Akron, Ohio 44311

**Services Include:** Employment/Vocational, ACT Team, Intensive Treatment (CET, Counseling, Day Treatment, Art Therapy, Matrix, Afternoon Groups)

## Voris St. Building

111 E. Voris St.  
Akron, Ohio 44311

**Services Include:** Homeless Outreach

## Residential Sites

These locations require applications and/or referrals. Please contact your case manager or other staff member for assistance.

**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)

**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)