



**IMPROVE
ENCOURAGE
SERVE**



2021 ANNUAL REPORT

Since 1988, **Community Support Services** has empowered individuals so they may live satisfying and productive lives, a mission that has been strengthened through 2021. Throughout the pandemic, CSS has continued to **improve the mental and physical health** of its community, **encourage hope** for adults living with severe and persistent mental illnesses, and **serve those in need.**

Aspire to Excellence

CSS has demonstrated that it meets international standards for quality and is committed to pursuing excellence.

After an intensive peer review process, Community Support Services, Inc. (CSS) was accredited for a period of three years for its Integrated SUD/Mental Health programs for adults: Assertive Community Treatment; Case Management/Services Coordination; Community Housing; Court Treatment; Crisis Intervention; Day Treatment; Health Home: Comprehensive Care; Integrated Behavioral Health/Primary Care; Intensive Outpatient Treatment; Supported Living; Community Employment Services: Supportive Services for Veteran Families; Employment Supports; Community Employment Services: Job Development; and Comprehensive Benefits Planning. The accreditation was issued by the international accrediting body CARF.

By pursuing and achieving accreditation, CSS has demonstrated that it meets international standards for quality and is committed to pursuing excellence. The report from the CARF surveyors included “no recommendations,” which is the highest accreditation level. CSS also received a “no recommendation” report in 2018. Less than 3% of reports completed by CARF feature no recommendations.

This accreditation decision represents the highest level of accreditation that can be given to an organization and shows our organization’s substantial conformance to the CARF standards. An organization receiving a three-year accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

“The outstanding report that came from our surveyors is an acknowledgment of the great work done by our staff, and the extraordinary care we give to our 3,100 clients.”

Bob Stokes,
CSS President & CEO



CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

Dear Community,

The challenges of COVID-19 continued with us from the previous fiscal year. But, as Community Support Services always does, we forged ahead to meet the needs of our clients, our employees, and our community – improving health, encouraging hope, and serving those in need.

We expanded and renovated. We implemented new ways to support our staff and clients. We showcased the role artistic expression plays in recovery, and we celebrated our renewed accreditation.

Some highlights:

- A long-discussed renovation project came to fruition, transforming an underused space in our Cross Street building into a clinic providing additional space for primary care, nursing and podiatry services, as well as a flu shot clinic and COVID vaccination and testing site.
- We continued the expansion of Stoney Pointe Commons, adding 45 new one-bedroom apartments for homeless individuals and those with disabilities.
- We found a new way to support the area's homeless population as social distancing made shelter space more scarce in winter months. This included creating a "pop-up" emergency overnight shelter where those in need could get shelter, food, and clothing when the temperatures plummeted.
- CSS joined a national yearlong initiative to become a trauma-informed organization, with a focus on the effects of trauma on staff members, as well as its prevalence with clients and patients. Resources focusing on resiliency were shared with staff, and trauma-informed approaches were implemented throughout the agency.
- After an intense peer review process, we were notified that CARF International had granted us a three-year accreditation for our services. This was especially rewarding, as we had added two new programs to the survey, and we achieved the highest level of accreditation – "no recommendations," which is achieved in less than 3 percent of reports completed by CARF.

If the past two years have shown anything, it's that CSS can be counted on to prevail in times of extreme uncertainty. These past challenges have galvanized our resolve to provide the best care and support for people living with severe and persistent mental illness in our community. We look forward to the year ahead with hope and determination.



Karl Henley
Chair, Board of Trustees



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:
3,964

Individuals Seen in Primary Care:
1,421

Total Primary Care Encounters:
4,573

Days in Residential Treatment:
10,400

New Active Cases:
872

New Referral Cases:
1,197

Improving Health

Renovations transform Cross Street space to serve medical needs.

An underused area in our Cross Street location took on a new life after renovations in the fall of 2020. The space formerly housed the Consumers Education Outreach Center (CEOC), which offered informational materials and was staffed by volunteers from Choices community social center. The center occupied the space for at least 15 years, until Choices was relocated in 2019.

Renovations transformed the 2,500-square-foot space into three exam rooms, a patient waiting area, medical assistant office, storage room, and staff conference room. One of the exam rooms has been outfitted with a bariatric exam table to accommodate larger clients and is used for overflow appointments. The new conference room accommodates medical team meetings, telehealth sessions, training, and consultations with other clinical and medical providers. In addition to

limited primary care services, nursing visits and a podiatry clinic, the exam rooms also have provided an area for clients and others to receive flu shots and COVID vaccinations, as well as a place for COVID testing. Future plans include a dental clinic, regular primary care, medical specialist visits, and additional screening and preventative service clinics, such as hearing screenings and diabetic retinal exams.

A substantial donation helped offset the cost of the medical equipment and office furniture.



Serving Those in Need

Emergency overnight shelter provides safety from frigid winter.

COVID concerns continued into 2021, posing new problems as the temperatures dropped over the winter. CSS and other area agencies were concerned about available space at local homeless shelters, which had been significantly limited due to social distancing requirements.



To address the problem, CSS teamed up with other homeless service providers in Summit County's Continuum of Care and transformed the former Family Promise facility at the Homeless Outreach property into an emergency

overnight "pop-up" shelter. The shelter was managed by the Peter Maurin Center, which also recruited volunteers to help staff the shelter and donate food and other items. In addition to shelter for the night, visitors were provided with food, clothing, and toiletries.

The space was outfitted to fit nearly 40 overnight visitors, with the capability to expand if more space were needed. The new space offered a kitchen area, restrooms, and individual sleeping areas separated by partitions. Areas to provide quarantine or isolation rooms were available, if needed. Individuals needing emergency shelter were invited to stay overnight when the temperature dropped to 15 degrees or lower. About a quarter of those using the emergency shelter were new to CSS.

Encouraging Hope

Stoney Pointe additions provide housing for homeless individuals and those with disabilities.

After significant delays due to COVID-19, Tober Building Co. wrapped up construction on Phase 2 of Stoney Pointe Commons in late summer of 2020, with new tenants moving in at the end of August.

The construction, which began in the fall of 2019, included the addition of 45 new one-bedroom apartments to the already existing 68 units, creating a U-shaped building. Twenty-three of the new units are designated for homeless individuals, and 22 are for those with a disability.

Although the new units look like the previously built portion of Stoney Pointe, the new construction included ToVee modular units, which were built in a factory and then shipped to the construction site. They then were installed using a crane and welded together. The advantage to the modular approach is that it allowed construction time to be cut in about half, compared to conventional construction.

The front desk is staffed at all times, and tenants are able to access case management, as well as services for psychiatry, nursing, substance abuse and employment. They also can use an on-site computer lab and free Wi-Fi. All tenants pay 30% of their income toward rent. After one year, they can choose to leave with a community-based voucher.



Stoney Pointe is a collaboration between CSS, Akron Metropolitan Housing Authority, ABC Management (which manages the property), and Tober Building. Tober is the developer and 49% owner of the facility, while CSS is the majority owner. The Phase 2 project was awarded tax credits for development of the additional units.

Safe and Secure Environments for All

Trauma-informed Care provides a safe and supportive environment for all clients and staff

In June of 2020, CSS was selected to be part of the National Council of Behavioral Healthcare's Trauma Informed Care Learning Community. The yearlong initiative aimed to educate everyone in the agency how trauma is part of the staff experience, as well as being prevalent with clients and patients. The goal is to provide a safe and supportive environment for all clients and staff.

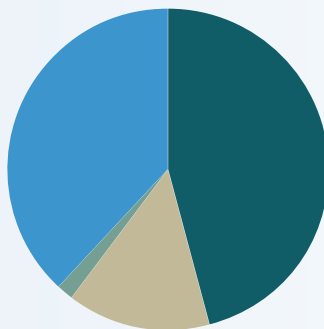
Moving to become a trauma-informed organization, with an emphasis on resiliency, aims to create a framework built on understanding, recognizing, and responding to all kinds of trauma, according to the National Council for Behavioral Health.

The effort included resources to foster resilience among clients and staff, and to help prevent secondary traumatic stress and compassion fatigue. Trauma-informed approaches have been implemented throughout the agency and aim to improve intake, screening and assessment for trauma and resilience. Throughout the year, team members worked to achieve goals in the seven domains that are part of being trauma informed: Safe and secure environments, screening and assessment, consumer voice/choice advocacy, workforce development, evidence-based and emerging best practices, performance monitoring, and building community partnerships.

Financials Fiscal Year 2021

Total Agency Revenue \$32,880,736

Patient Services	\$15,132,029
Other	\$12,448,750
Government Grants	\$4,703,489
Earned Income	\$596,468

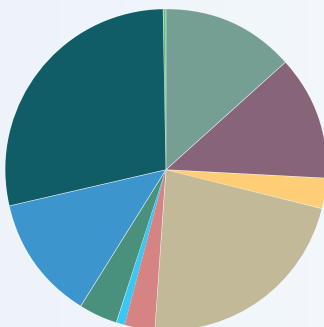


Government Grants Revenue \$4,703,489

US Dept of Veterans' Affairs	\$794,090
US Dept of Housing and Urban Dev	\$571,907
PATH	\$216,996
Returning Home OH	\$163,930
Other	\$2,956,565

Functional Expenses \$26,304,196

Primary Care Center	\$7,459,167
CPST	\$5,817,797
Residential	\$3,273,455
G&A	\$3,546,333
Med/Som	\$3,293,507
Employ/Voc	\$804,469
Comm Residential	\$1,059,651
Intensive Treatment Services	\$800,839
Diag Assessment	\$216,041
Other	\$32,937

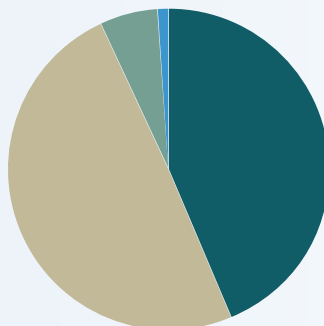


Earned Income Revenue \$596,468

Rents	\$496,625
Cleaning Services	\$95,544
Extermination Services	\$4,299

Patient Services Revenue \$15,132,029

ADM Board	\$6,614,909
Medicaid	\$7,479,895
Medicare	\$892,703
Insurance/Self Pay	\$144,522



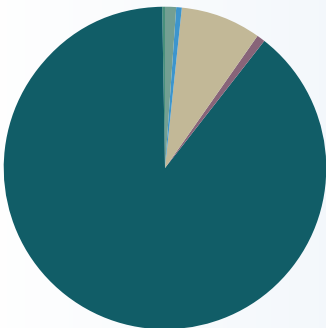
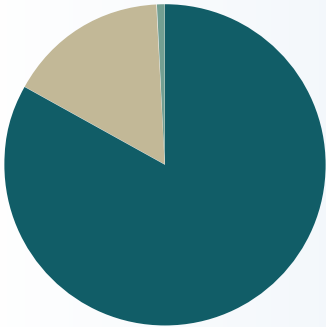
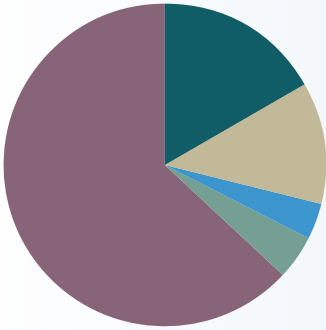
Other Revenue \$12,448,750

340b Pharmacy	\$11,105,797
Miscellaneous	\$999,859
Payeeship Fees	\$145,209
Program Designated Gifts	\$83,711
Fundraising	\$108,693
Interest	\$5,481

Healing Art with an Impact

Art of Recovery 2021 Virtual Event - Another successful event raising funds for our community.

With coronavirus still a concern, CSS chose once again to present Art of Recovery as a virtual event, ensuring that the artists, clients, supporters, and staff could enjoy it safely. The public was invited to view and bid on the 63 original pieces of artwork in an online auction, which started March 7. Then, on March 11, the event came to life in a live one-hour broadcast that highlighted the artwork and stories of the 29 featured artists and the role of art therapy in their recovery. More than half of the featured pieces were sold by the end of the event.



Philanthropic Support

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

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COMMUNITY SUPPORT SERVICES

**Behavioral Healthcare
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150 Cross Street
Akron, OH 44311

330.996.9141

www.cssbh.org

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