

# Annual Report 2013





## ***MISSION STATEMENT***

Community Support Services, Inc. is a leader in behavioral healthcare for Summit County and the surrounding region. The agency provides comprehensive, high quality, cost-effective treatment, rehabilitation, advocacy and support for recovery, primarily to persons most in need, to enhance the quality of their lives.

In order to achieve our mission, the following core values and key beliefs are paramount:

- Treat all people with dignity, fairness, and respect
- Deliver effective outcomes in collaboration with individuals we serve
- Provide high quality, confidential, and effective service through a partnership of shared responsibility among individuals served, families, staff, and the community
- Recognize that staff is our most important asset
- Value innovation, efficiency, and flexibility as the keys to our success



## OUR LEADERSHIP

### EXECUTIVE COUNCIL

President/CEO  
Vice President of Operations/CFO  
Vice President of Rehabilitation/COO  
Medical Director  
Director of Administration  
Director of CPST and Specialized Services  
Director of Employment & Forensic Services  
Director of Information Technology  
Director of Quality, Education, & Marketing  
Director of Residential Services

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Frank Sepetauc, LPCC, CRC  
Robert W. Hermanowski, M.D.  
Douglas A. Wagner, S.P.H.R.  
Linda F.R. Omobien, MA, PCC-S, LSW, LICDC  
Penny Moore, M.A., PCC, CRC  
Jon Garey, MSCIS  
Kimberly A. Meals, M.Ed., PCC-S  
Keith Stahl, MSW, LISW

### BOARD OF DIRECTORS - 2013

Paul Jackson, Esq., Board Chair  
Arthur Greenberg, Vice-Chair  
Helen Reedy, Treasurer  
Valerie Sherman, Secretary

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LuAnne Decker  
David Di Salvo  
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Janine Janosky  
Marcus Moore  
Karen Mullen  
Duane Myatt  
Lisa Oswald  
Lori Sheets  
Mary Stormer  
Rev. Kevin Strickland  
Caroline Williams  
Erin Wojno

#### Honorary Directors

Pamela Hawkins  
Karen Hrdlicka  
Michael Kura  
Susan Lines  
James Merklin  
James Pianalto  
Angela Tucker Cooper  
Maureen Van Duser

#### Emeritus Director

Norma Thoman



# 25

## 25 YEARS OF REFLECTION

On August 28, 2013, Community Support Services, Inc. celebrated 25 years of providing service to thousands of individuals in Summit County who are challenged with the reality of living with severe and persistent mental illnesses.

As we reflect on our accomplishments during 2013, and for the past twenty five years, we want to acknowledge the community for helping us make Summit County a better place to live for individuals living with severe and persistent mental illnesses. You have believed in the individuals we serve by providing safe and affordable housing as well as supportive and competitive employment opportunities. You have volunteered your time, talent, and treasures. Federal, state, and local dollars have helped to support needed services.

In times of mental health challenges, you have responded by providing compassionate crisis services, as an understanding clinician in an emergency department of a general hospital, a police officer trained in crisis intervention, or a crisis worker assessing someone at Portage Path Psychiatric Emergency Services. You have been there and provided our clients with the necessary support to instill hope for recovery.

Additionally, it is important to recognize the contributions of our staff, past and present, as the hopes and dreams of the thousands we have served would not be a reality if the individuals had not been encouraged by your responsiveness, your compassion, and your ability to listen. It is often the smallest gestures that make the biggest differences. It may be the time the worker stayed late to help someone in need. It may be the time a staff nominated a family for the agency's Annual Adopt-A-Family to ensure the children received holiday presents. It could be the time a worker arranged for apartment cleaning to ensure the client passed a housing inspection rather than lose his or her housing. It may be the time you spent five minutes listening to a client.

As we reflect on the past twenty-five years, we can only wonder what lies ahead for the next twenty-five. Regardless of what lies ahead, we are confident our community and our staff will be there to provide the best service possible to ensure individuals with mental illnesses remain part of the community. Furthermore, mental health care will be treated equally as important as physical health care. Safe, affordable housing and employment options will also be available for persons with mental illnesses.

Thank you! We are looking forward to what lies ahead.



*Terrence B. Dalton, MEd, LSW  
President/CEO*



*Paul Jackson, Esq.  
Board Chair*

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# ANNUAL AGENCY RECOGNITION

During Community Support Services' Annual Meeting held April 18, 2013, the agency celebrated many in the community who have helped to support the mission of Community Support Services.

## **Employer of the Year - Baymont Inn & Suites, Copley, Ohio**

Community Support Services was honored to present the Employer of the Year to Baymont Inn & Suites in Copley, Ohio. Nykia Joseph, Job Developer for Community Support Services, shared "The hotel has granted numerous opportunities for persons with mental illness to complete temporary work assignments and has extended permanent employment to several clients of the agency." Community Support Services is grateful for Baymont Inn & Suites' cooperation and collaboration to employ persons with mental illnesses which has assisted many individuals in returning to the workforce, an essential component of recovery.

## **Donor of the Year - The First Congregational Church of Hudson**

Community Support Services was proud to recognize The First Congregational Church of Hudson for its continued support and commitment to persons with severe and persistent mental illnesses. In 2005, Community Support Services previously recognized the FCC of Hudson as the donor of the year. Since that time, the church has maintained its financial support of programs for persons receiving services from Community Support Services. Additionally, many church members have actively participated in the agency's annual holiday program.

## **Donor of the Year - The Black Keys**

"This is Alfred McMoore...Your Black Key is taking too long." Community Support Services was thrilled to recognize Akron's own, The Black Keys, for their continued dedication and support of mental illness in our community. The Black Keys were recognized as the Community Support Services' Donor of the Year for their decision to designate Community Support Services as a recipient of a portion of the ticket sales for their 2012-2013 tour. To date, The Black Keys have contributed nearly \$15,000 through this effort. In announcing the award, Terrence Dalton, President/CEO of Community Support Services, remarked, "...As I listen to Dead and Gone from The Black Keys, I reflect on our own Alfred McMoore and am reminded daily of how precious life is and the loss we come to realize when a loved one is Dead and Gone because of a tragic suicide, a senseless homicide, or a mass shooting by someone affected by an untreated mental illness. It is with ending somberness, but with great respect that I thank The Black Keys for their ongoing support of our efforts to assist those whose voice is mostly silent in a daily struggle with brain disease."

## **Community Service Award - Akron Municipal Court/Mental Health Court**

Community Support Services was honored to recognize the Akron Municipal Court/Mental Health Court as the Community Services Partner of the Year. The court, established in 2001, was the first misdemeanor mental health court in Ohio. The Mental Health Court is a collaborative effort among many community partners including the Akron Municipal Court, Adult Municipal Probation, and the treatment providers of Community Support Services. Accepting the award on behalf of the Akron Municipal Court/Mental Health Court, Judge Annalisa Stubbs Williams expressed her gratitude to the community stakeholders who have made the program successful.

***Community Support Services was also honored to recognize several of our 25 Year Employees!***



(L to R) Penny Moore, Carol Eddy, Terry Dalton, Bruce Winer, Linda Omobien, Lee Snyder, and Narkeetah Brazil

**Award for Collaboration ~ Margaret Clark Morgan Foundation**

Terry Dalton, President/CEO of Community Support Services, was recognized by the Margaret Clark Morgan Foundation for his leadership of the agency in its efforts to implement cutting-edge evidence-based programs.

**Employees of Distinction and NAMI of Summit County**

Lora Walker, Community Rehabilitation Specialist, and Aretha Brown, CET Administrator, were recognized as honorees at the 2013 Goodwill Employee of Distinction program. Ms. Brown was also selected as one of the five recipients of the Employee of Distinction award. Additionally, Jan Swartzel, Benefits Specialist, was recognized by NAMI Summit County with the Heart of Gold Award.

**Art of Recovery Art Exhibition**

In December 2013, the Art of Recovery was on exhibit at the Margaret Clark Morgan Foundation Gallery. The exhibition spotlighted the work of 23 clients of Community Support Services. One of the artists commented, "It is fantastic to have my art available for others to view as I have hidden my talent for many years. I didn't think it really would matter to anyone."

**United Way Day of Action**

Community Support Services was honored to participate in this year's United Way Day of Action. Management staff completed several projects at Community Aids Network, Harmony Place.

**Conference Presentation**

Jerry Shadley, Recovery Specialist, and Kimberly Meals, Director of Quality, Education, and Marketing, presented "Ten Strategies for Developing a Successful and Dynamic Peer Culture" during the National Council of Behavioral Healthcare conference in Las Vegas.



### Hill Day 2013

For the third consecutive year, Community Support Services participated in the National Council of Behavioral Healthcare's Annual Hill Day in Washington D.C. Representatives from Community Support Services and other behavioral health organizations were able to meet with Ohio's congressional leaders in an effort to advocate for increased funding of behavioral health services and awareness of the need for mental health services.

### NAMI WALK

Community Support Services proudly served as a Silver Sponsor of the annual NAMI WALK. The agency also had a number of clients, staff members, and members of the Board of Directors participate in this year's NAMIWALK. We are grateful for the ongoing support NAMI of Summit County provides to the agency as well as family members and clients.



### Holiday Bagging

Annually, Community Support Services packs nearly 1600 holiday bags for clients of the organization. Many agency staff and community members volunteer to assist with the packing extravaganza. For many of our clients, this represents the only "present" they will receive during the holiday of giving. We are grateful for the support of NAMI Summit County who helps make this possible.

### Research Initiatives

Community Support Services has been proud to participate in several research efforts aimed at improving the quality of life for persons living with severe and persistent mental illnesses. The agency has worked with NEOMED, Case Western Reserve University, and Kent State University.

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## ART OF RECOVERY

Community Support Services was electrified to host its inaugural fundraiser/gala in 2013. More than 250 guests attended the event showcasing the art of 13 clients of Community Support Services while celebrating 25 years of excellence in mental health treatment.

Community Support Services is grateful for the support of many to make the night a smashing success.



### MASTER ARTIST SPONSORS

My Health. My Life.



**AKRON GENERAL**



**ROETZEL**

The  Margaret Clark Morgan Foundation

County of Summit

**ADM BOARD**

Alcohol, Drug Addiction & Mental Health Services Board

### MASTER APPRENTICE SPONSORS



**Paul Jackson, Esq.**



# 25

## ***ART OF RECOVERY CONT.***

### ***APPRENTICE LEVEL SPONSORS***

**Akron Metropolitan Housing Authority • BeST Center at NEOMED  
Bober Markey Fedorovich • FirstMerit • Portage Path Behavioral Health  
TD Security • Bob & Norma Thoman**

### ***FRIENDS OF THE ARTS***

**Community Health Center • Karen Mullen • Jim & Denise Pianalto  
Prism Health System • Helen & Mel Reedy • Tarry House  
Art & Judee Wickersham • United Way of Summit County**

### ***IN-KIND SPONSORS***

**Akrona Galleries • Premier Printing & Signs**

## **25 FOR 25 CAMPAIGN**

**In recognition of Community Support Services' 25th Anniversary,  
many contributed at least \$25.00 to the 25 for 25 Campaign!**

**We are grateful for the support!**

Tom Baker, Kathy & John Barnhart, Mike Barr, Deborah Betts Moore Roberson, Paul Bonacuse,  
D. Jean Boykin, Michael & Theresa Bullock, Michael Caprez, Terry Dalton, Lu Anne Decker,  
Andrea Denton, David DiSalvo, Kathy DuBose, Crystal Dunivant, Brenda Farrell, Art Greenberg,  
Horace Highland, Janine Janosky, Barry & Ann Klein, Scott & Susan Lines, Chris McGowan,  
Kimberly Meals, Marcus Moore, Meaden & Moore, Karen Mullen, Tim Mullender, Duane Myatt,  
Lisa Oswald, Twanette Pinkerton, Helen Reedy, Denise & Mark Ronk, Beverly Saunders,  
Eileen Schwartz, David & Debra Smalley, Dalia Spisak, Mary Stormer, Wanda Trout,  
Angela Tucker Cooper, Maureen Van Duser, and Erin Wojno



## CELEBRATING 25 YEARS OF EXCELLENCE

### *History of Community Support Services*

On August 28, 1988, Community Support Services opened the 150 Cross St. building. The new agency had grown out of the former Support, Inc. In the beginning, there were only 30 case managers and less than 1000 clients being served. Individuals who had been previously served by Cuyahoga Valley Counseling Center, Portage Path Community Mental Health Center and Western Reserve Human Services were designated to become clients of this radical approach to treatment at Community Support Services.

Prior to the opening of Community Support Services, treatment had predominately been "office-based" and provided in catchment areas. Community Support Services was designated to provide community-based services to the persons in Summit County living with severe and persistent mental illnesses.

#### **1988 Services**

- Case Management Services
- Homeless Outreach
- Partial Hospitalization
- Psychiatric Services
- Residential Treatment
- Vocational / Employment

#### **2013 Services**

- Four Assertive Community Treatment Teams (ACT model)
- Cognitive Enhancement Therapy
- Community Psychiatric Supportive Treatment
- Crisis Intervention
- Homeless Outreach
- Individual & Group Counseling
- Integrated Behavioral Health & Primary Care Services
- Intensive Treatment Services
- Mental Health Court
- Peer Support
- Psychiatric Services
- Residential Treatment
- Safe Haven Facilities
- Vocational / Employment

### *A Timeline of Innovation to Support Recovery*

<b>1988</b>	Opened the doors to provide comprehensive behavioral health care for adults living with severe and persistent mental illnesses.
<b>1989</b>	Opened Rivers Edge, a psychosocial clubhouse SAMI (Substance Abuse/Mental Illness) Program initiated
<b>1991</b>	Participated in drug trials in partnership with University Hospitals to introduce a new drug, Clozaril. This drug provided a path to increased functioning and independence for countless individuals
<b>1994</b>	Expanded Community Support Services through the Summit County ADM Board's purchase of the 640 Wolf Ledges Building Began inpatient rotation at Akron General & St Thomas Medical Center Introduced the first ACT team to provide wrap-around services
<b>1996</b>	Fallsview Psychiatric Hospital closed as the majority of persons were successfully living in the community Implemented the Summit County Adult Mental Health Admissions Department in collaboration with Portage Path Behavioral Health
<b>1999</b>	Hired first peer support workers
<b>2000</b>	Relocated the Barberton Residential Program to Cuyahoga Falls, honoring a pioneer in mental health in Summit County through the naming of the new residential treatment facility, Maggie Carroll Smith House Began to operate the Behavioral Health Unit at the Summit County Jail providing assessment, counseling, and psychiatric services Participated in the training of the Crisis Intervention Team of the Akron Police Department Implemented the SAMI PACT program using the principles of Integrated Dual Disorder Treatment, an evidence-based practice

**2001**

Implemented the Mental Health Court, first in Ohio, one of few in nation

**2002**

With continued expansion, it was necessary to renovate the 150 Cross St. location including the addition of a second floor

**2003**

Introduced electronic documentation using pocket PCs

**2004**

In partnership with Northcoast Homes, began to operate the Waterloo Safe Haven providing another housing option for persons with severe and persistent mental illnesses

**2005**

Introduced the concept of Supportive Employment through consultation with the Supported Employment Coordinating Center of Excellence to provide more employment opportunities

**2006**

Introduced debit cards for payee clients to access discretionary funds  
Implemented a psychiatric walk-in clinic to better accommodate clients  
Added Cognitive Enhancement Therapy to array of services

**2008**

Opened the Margaret Clark Morgan Primary Care Clinic to improve the coordination of care between behavioral and primary health care  
Opened the doors to an on-site pharmacy, Klein's Pharmacy  
Established a contract to provide vocational rehabilitation services

**2009**

Established the Black Keys Alfred McMoore Memorial Endowment Fund following a benefit memorial concert by the Black Keys in honor of Mr. Alfred McMoore

**2010**

Relocated the Residential Treatment program from Kibler Hall to Reymann House

**2011**

Implemented the Intensive Treatment Team  
Developed the Peer Support Recovery Training Program  
Pioneered the High Yield CBT-p (Cognitive Behavioral therapy for persistent psychosis) in partnership with the BeST Center of NEOMED  
Awarded a multi-million dollar grant from SAMHSA to support efforts to improve mental and physical health of clients through wellness efforts

**2012**

Purchased the Voris Building which would become home to a program for the VA and others to be named  
Introduced Forensic ACT Team

**2013**

Initiated the Returning Home Ohio program to assist offenders, identified as homeless and being released from the Ohio Department of Rehabilitation and Correction state institutions to obtain housing and other supportive services

Introduced the Home Choice service to assist persons residing in nursing homes to move into the community with the necessary supports

Began construction on the Commons of Madaline Park, a permanent supportive housing program

Celebrated 25 years of quality behavioral healthcare for residents of Summit County



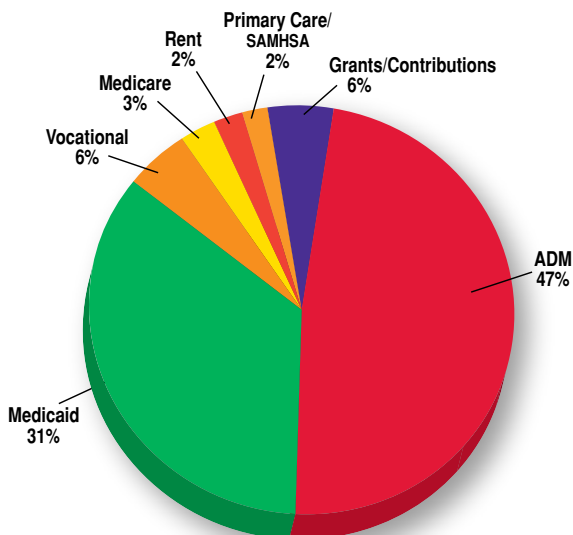
## Assets

	2013	2012
Cash and Cash Equivalents .....	\$1,590,561	\$1,255,921
Accounts Receivable - net .....	2,653,724	3,289,073
Prepaid Expenses.....	387,928	364,283
Property & Equipment.....	3,910,906	4,026,820
Other Assets.....	1,169,433	845,174
<b>Total Assets .....</b>	<b>\$9,712,552</b>	<b>\$9,781,271</b>

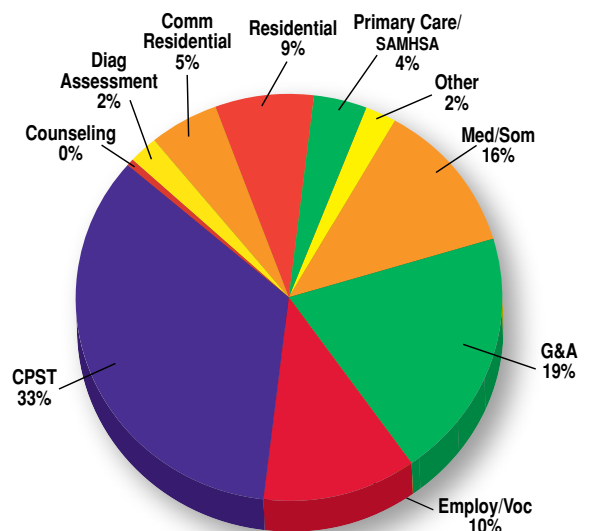
## Liabilities

Accounts Payable .....	517,979	1,122,374
Accrued Liabilities.....	2,992,170	1,985,041
Mortgage and Loans Payable .....	1,784,797	2,316,510
Provision for Medicaid/ADM Paybacks.....	885,331	885,331
<b>Total Liabilities .....</b>	<b>\$6,180,277</b>	<b>\$6,309,256</b>
<b>Net Assets.....</b>	<b>\$3,532,275</b>	<b>\$3,472,015</b>
<b>Total Liabilities and Net Assets .....</b>	<b>\$9,712,552</b>	<b>\$9,781,271</b>

## 2013 Revenue \$16,972,277



## 2013 Expenses \$16,474,318



## ACT Team/Community Support Services

Jen Adler  
 Agnes Andrasak  
 Akron General Medical Center  
 Akron Metropolitan Housing Authority  
 Akron-Summit County Public Library Staff Assoc.  
 Akron Zoo  
 Akrona Galleries  
 Aldi, Inc.  
 Rochelle Arkin  
 Vicki Arnold  
 Letha Aronhalt  
 Thomas Baker  
 Albert Bamberger Rev. Trust  
 Joyce Bamberger  
 Kathy & John Barnhart  
 Mike Barr  
 Linda Benner  
 Marcelle Bergman  
 BeST Center at NEOMED  
 Beth El Congregation  
 Deborah Betts Moore-Roberson  
 Black Dog Acres  
 The Black Keys  
 Connie Bloom  
 Bober Markey Fedorovich  
 Paul Bonacuse  
 James Bournival  
 Kay Bowman  
 Dorreta Boykin  
 Mary Brackie  
 Aretha Brown  
 Brown & Brown Insurance  
 Michael & Theresa Bullock  
 Katelyn Burgan  
 Susan Bussey  
 Michael Caprez  
 Karen Cimini  
 Cleveland Botanical Garden  
 The Cleveland Browns  
 The Cleveland Orchestra  
 Community Health Center  
 Credible Wireless  
 Denise Cunningham  
 Terrence Dalton  
 Andrea Denton  
 David DiSalvo  
 Shayne Donald  
 Don's Tent & Awnings  
 Kathy DuBose  
 Crystal Dunivant  
 Carol Eddy  
 Timothy Edgar  
 Janet Edwards  
 Tahmina Elahi  
 Brenda Farrell  
 The Fast Lane  
 FedEx Custom Critical  
 The First Congregational Church  
 FirstMerit  
 Suzanne Frohme  
 Jon Garey  
 Geriatric Team/Community Support Services  
 Marianne Goldyn

## Goodyear Tire & Rubber Company

Arthur Greenberg  
 Lisa Greenfelder  
 Michael Greenfelder  
 Janet Hannaford  
 Kimberly Hartman  
 Kathy Hastings  
 Marsha Hatfield  
 Uriah Heben  
 Debbie Hemel  
 Rob Hermanowski  
 JoAnna Hewett  
 Horace Highland  
 Brenda Holloway  
 Karen Hrdlicka  
 Mary Anne Ivy  
 Paul Jackson  
 Janine Janosky  
 Betty Jenkins  
 Cindy Johnson  
 Janice Jones  
 Rick Kavenagh  
 Barry & Ann Klein  
 Klein's Pharmacy  
 John Koenig  
 Lake Erie Monsters  
 Marion Landis  
 LaVida Massage  
 Scott & Susan Lines  
 Fielding Logan  
 Paul Longville  
 Stephen Maddox  
 Linda Marcinko  
 The Margaret Clark Morgan Foundation  
 Market District, Green  
 Paula Mastroianni  
 Chris McGowan  
 Kimberly Meals  
 Tania Means  
 Meaden & Moore  
 James Merklin  
 Yvonne Miller  
 Michell Montgomery  
 Marcus Moore  
 Rosalyn Moore  
 Penny Moore  
 Julie Morehead  
 David Morris  
 Karen Mullen  
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 Native American Indian & Veterans Center  
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 Lisa Oswald  
 Vicki Patterson  
 Duane Perry  
 Gregory Peterson  
 James Pianalto  
 Twanette Pinkerton  
 Pratibha Pokharna  
 Kristin Pool  
 Portage Path Behavioral Health

## Kathy Porter

PRLKW & Co.  
 Premier Printing & Signs  
 Prism Health System  
 Heather Queen-Williams  
 Katina Pastis Radwanski  
 Mel & Helen Reedy  
 Susan Ritz  
 Roetzel & Address  
 Denise & Mark Ronk  
 Mike Sales  
 Sam's Club  
 Beverly Saunders  
 Ariel Sawyer  
 Martha Schaal  
 Eileen Schwartz  
 Frank Sepetauc  
 Connie Shambaugh  
 Terri Shavers  
 Lori Sheets  
 Danielle Sims  
 Lisbeth Simone  
 Tammy Sirianni  
 David & Debra Smalley  
 Lee Snyder  
 Dalia Spisak  
 Keith Stahl  
 Stan Hywet Hall & Gardens  
 James Stewart  
 Mary Stormer  
 St. Lukes Luthern Community  
 Corey Stucker  
 Janet Swartzel  
 Subway  
 Summit County ADM Board  
 Tarry House  
 TD Security  
 Bob & Norma Thoman  
 Wilma Thomas  
 Rebecca Thompson  
 Wanda Trout  
 Angela Tucker Cooper  
 Tuesday Musical Association  
 United Way of Summit County  
 University of Akron  
 Maureen Van Duser  
 Douglas Wagner  
 WAKR/WONE  
 Brenda Ward-Brown  
 Art & Judee Wickersham  
 Ed Wickline  
 Todd Wilke  
 Bruce Winer  
 Witan Community Projects Fund  
 Erin Wojno  
 Mr. & Mrs. Rick Young  
  
 Donation in Memory of  
 Peter Constantinidis  
 • Pete & Nancy Pappas  
 • Mr. & Mrs. Gordon Warner

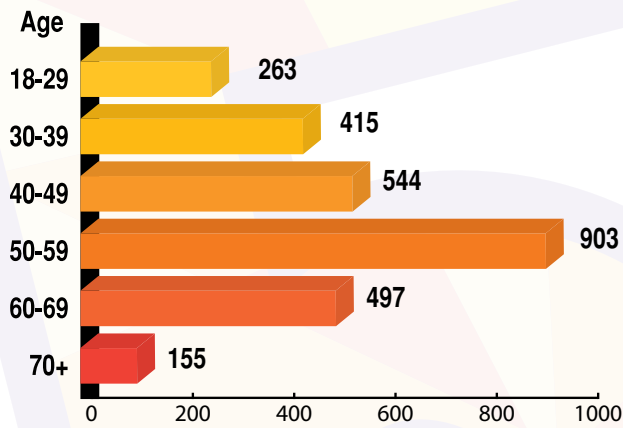
**Your Support of Community Support Services is Greatly Appreciated!**

Community Support Services apologizes for any omission of donations received between 1/1/13 and 12/31/13.

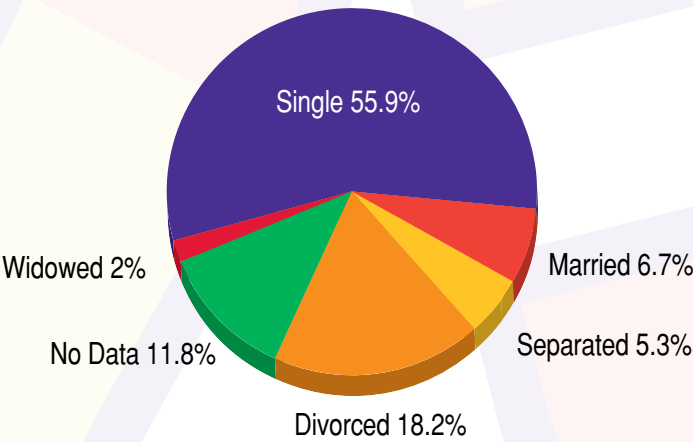
### Agency Caseload



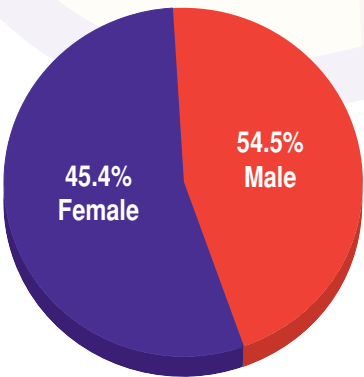
### Clients by Age Range



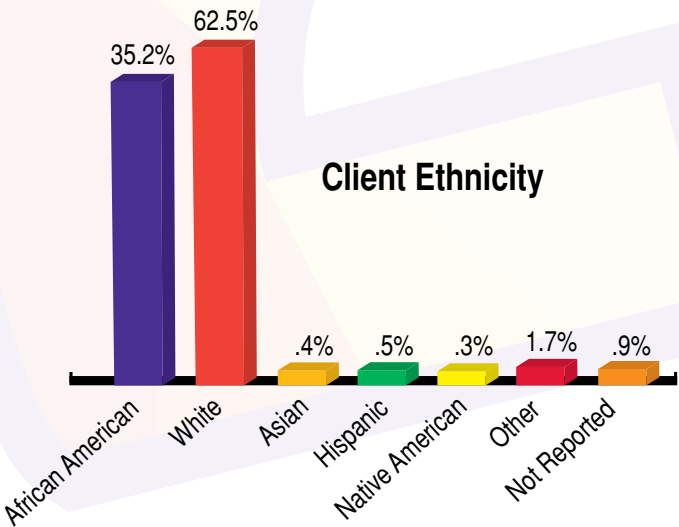
### Client Marital Status



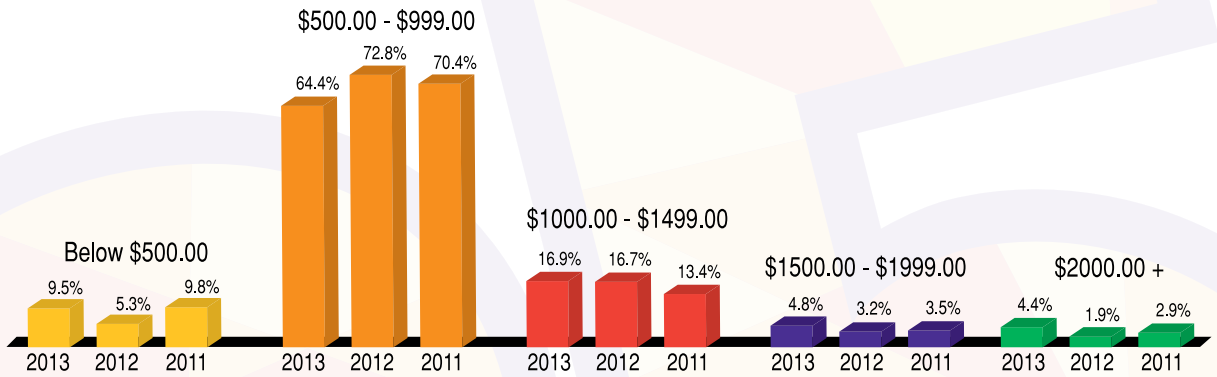
### Gender Breakdown



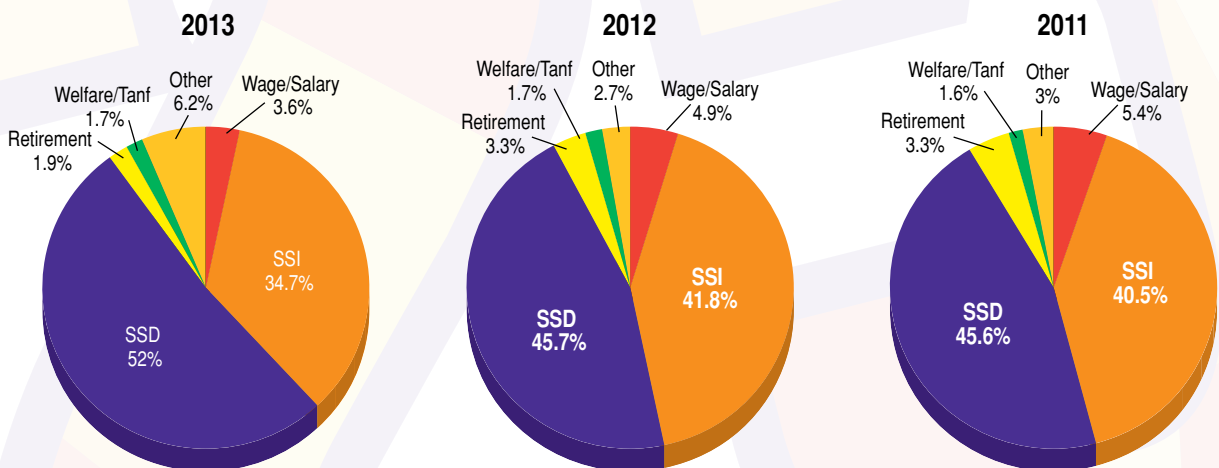
### Client Ethnicity



### Monthly Income

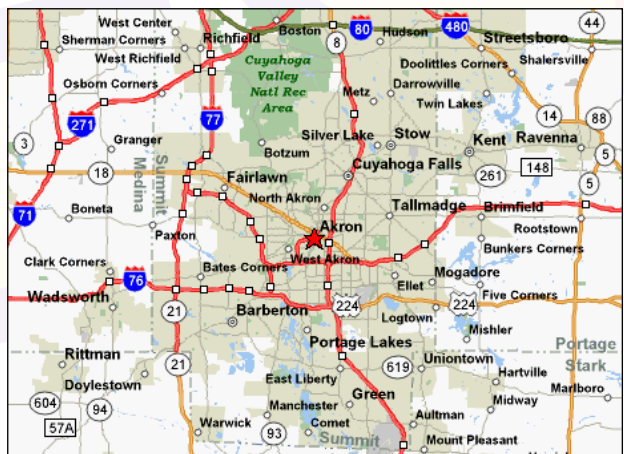


### Income Source



### Client Location

Cuyahoga Falls	8.3%
Northern Summit Cty	6.3%
West Akron	12.2%
Stow/Tallmadge	3.0%
Barberton & Surrounding Areas	13.0%
Akron	55.4%
Southern Summit County	1.0%





County of Summit  
**ADM**  **Alcohol, Drug Addiction & Mental Health Services Board**  
**BOARD**

**Certified by OhioMHAS**

