

# Annual Report 2012



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

# MISSION STATEMENT

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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



# LEADERSHIP

## EXECUTIVE COUNCIL

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<b>President/CEO</b>	Terrence B. Dalton, M.Ed., LSW
<b>Vice President of Operations/CFO</b>	James E. Bournival
<b>Vice President of Rehabilitation/COO</b>	Frank Sepetauc, LPCC, CRC
<b>Medical Director</b>	Robert W. Hermanowski, M.D.
<b>Director of Administration</b>	Douglas A. Wagner, S.P.H.R.
<b>Director of CPST and Specialized Services</b>	Linda F.R. Omobien, MA, PCC-S, LSW, LICDC
<b>Director of Employment &amp; Forensic Services</b>	Penny Moore, M.A., PCC, CRC
<b>Director of Information Technology</b>	Jon Garey, MSCIS
<b>Director of Quality, Education, &amp; Marketing</b>	Kimberly Meals, M.Ed., PCC-S
<b>Director of Residential Services</b>	Keith Stahl, MSW, LISW

## BOARD OF DIRECTORS - 2012

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

Paul Bonacuse  
Mary Brackle  
David Di Salvo  
Paula DiVencenzo  
Kathy DuBose  
Brenda J. Farrell  
Horace Highland  
Margaret Harris  
Karen Hrdlicka  
Susan Lines  
Marcus Moore  
Karen Mullen  
Duane Myatt  
Lisa Oswald  
James Pianalto  
Mike Pruitt  
Helen Reedy  
Lori Sheets  
Dalia Spisak  
Mary Stormer  
Rev. Kevin Strickland, Sr.  
Caroline Williams  
Erin Wojno

### Honorary Directors

Pamela Hawkins  
Rick Kavenagh  
Michael Kura  
James Merklin  
Angela Tucker Cooper  
Maureen Van Duser

### Emeritus Director

Norma Thoman



# HOLDERS OF HOPE

For many, hope is elusive. It can easily slip through a person's fingers or it can be just out of someone's reach. If you are someone living with a chronic illness or disability, the concept of being hopeful is even more elusive.

For twenty-four years, Community Support Services has endeavored to be the holder of hope for the individuals we are privileged to serve. For years, we have advocated with local businesses, through our employment programs, to give individuals with severe and persistent mental illnesses the opportunity to work, pay taxes, have spending money, pay rent or get prescriptions refilled.

Since our earliest years, we have dedicated several agency positions for individuals with "lived" experience. In 2012, through the generosity of the Summit County ADM Board providing matching dollars with the State of Ohio Rehabilitation Services Commission (RSC), Community Support Services was able to greatly expand the number of staff positions occupied by individuals who were on their own Road to Recovery. At the end of 2012, nearly 20 individuals were employed as Recovery Specialists. This expansion, in addition to our twenty plus years of employing hundreds of individuals in our Clean Sweep vocational and Work Tech employment programs has provided many persons living with severe and persistent mental illnesses with hope.

For many, 2012 was "business as usual" with the Agency providing a multitude of community-based programs allowing over 2300 individuals the opportunity to live in their own apartments or with family in the community. While many felt it was "business as usual," the Agency was faced with additional challenges and opportunities. With the implementation of the Affordable Care Act looming upon us and the discussion of Medicaid expansion beginning, along with the possibility of Health Homes being created for individuals who are high-users of Medicaid services, the year was anything but "business as usual." As always, the Agency's employees met those challenges.

We encourage our readers to page through this year's annual report and see a few of the highlights of 2012, from being the first agency in the nation accredited by the Commission on Accreditation of Rehabilitation Facilities as a Health Home, to purchasing our first building to house a collaborative homeless project with the Veterans Administration, to breaking ground on a 60-unit apartment complex to provide permanent supportive housing to veterans, homeless/individuals or those with disabilities. These undertakings have enabled Community Support Services to remain as the holder of hope.

As we reflect upon our accomplishments during this past year, we would be remiss if we didn't acknowledge our clients for trusting us to assist them with their journeys of recovery and our funders for having confidence in us to provide cost-effective services. We are also grateful for a community that stands by, encourages, and challenges us to ensure individuals living with severe mental illnesses and their families have the needed support and resources to maintain hope. We are appreciative for the continuing support!

Sincerely,



Terrence B. Dalton, MEd, LSW  
President/CEO



Paul Jackson, Esq.  
Board Chair



# ANNUAL AGENCY RECOGNITION

## ANNUAL AGENCY RECOGNITION

Annually, Community Support Services recognizes entities and individuals in the community who are our partners in providing quality comprehensive behavioral healthcare for persons in Summit County, Ohio.

### **Employer of the Year - General Services Administration**

The General Services Administration was recognized as the Employer of Year for their more than 15 years of partnership to integrate persons with mental illness in the community.

### **Foundation Donor of the Year - Akron Community Foundation**

Community Support Services proudly recognized the Akron Community Foundation for their generous grant to continue efforts to expand and train staff of the organization in the techniques of Cognitive Behavioral Therapy for Persistent Psychosis.

### **Individual Donor of the Year - Norma Thoman**

Community Support Services honored Norma Thoman as the Individual Donor of the Year. She has a history of supporting the agency through the donation of her time, talent, and financial resources. In addition to her countless volunteer hours as a member of the agency's Board of Directors, she has actively participated in the agency's annual Board of Directors Fund Drive as well as participating in the Adopt-A-Family project for many years. The agency is grateful for Norma's commitment to persons with severe and persistent mental illnesses.

### **Volunteer of the Year - Uriah Heben**

Although Uriah had only been volunteering for a brief time, his contributions to the agency's Performance Improvement and Marketing efforts had been invaluable. Community Support Services was thrilled to recognize Mr. Heben as the Volunteer of the Year for his commitment to the agency.

### **Community Service Honoree of the Year - Andrea Denton**

Ms. Denton, known to most as Andy, embodies inspiration. With warmth, honesty, optimism, and good humor, Andy has been one of our community's strongest advocates for individuals with mental illnesses. After a career in elementary education, Andy became involved with Support, Inc. where she helped people in crisis, trained community volunteers, provided outreach to suicide attempt survivors, and implemented one of our area's first school-based suicide prevention programs. She began the first Survivors of Suicide support group, for those who have lost someone to suicide. She remains the facilitator of this group. Andy was also one of the driving forces behind the formation of the county's Suicide Prevention Coalition. In 2012, Andy retired from the Summit County ADM Board after serving many years as the Client Rights Advocate. Community Support Services was honored to recognize Andrea Denton as the Community Service Honoree of the Year.



# STAFF & AGENCY HIGHLIGHTS

## 1st in the Nation!

In the fall of 2012, CARF (Commission on Accreditation of Rehabilitation Facilities) announced Community Support Services had been accredited for a period of three years for all of its programs, including an exemplary status for its Health Home program. Community Support Services is the first in the nation to be accredited by CARF as a Health Home. A health home is a health care delivery approach focused on the whole person, providing integrated healthcare coordination including primary care and behavioral healthcare. The Ohio Department of Mental Health announced in 2012 its plan to begin funding health homes in Ohio. With this accreditation by CARF, Community Support Services is well-positioned to begin to provide Health Home services for adults living in Summit County.



This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF 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.

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## Hill Day 2012

National Council of Community Behavioral Healthcare

Community Support Services participated in this annual advocacy event with Ohio's congressional leaders focused on increased funding and awareness of behavioral healthcare services. Additionally, more than 150 letters written by clients, family, staff, and the agency's Board of Directors were presented to the Senators and House of Representatives. Kimberly Meals, Director of Quality, Education

& Marketing was recognized during the event by the National Council of Community Behavioral Healthcare as the 2012 Advocate of the Year

## United Way Day of Action

In June 2012, a dedicated group of the agency's management team spent the morning at St. Thomas Hospital arranging flowers as part of the United Way's annual Day of Action. After the flowers were beautifully arranged, the volunteers delivered the flower arrangements to local nursing home facilities for persons who were receiving hospice care. As the day ended, the volunteers from Community Support Services were grateful for having this opportunity. The recipients of the flowers were grateful for the visits and the touch of beauty in their rooms.



# INNOVATION

*Innovation is the ability to see change as an opportunity - not a threat. - Anonymous*

Since the agency opened its doors in 1988, we have strived to offer the most innovative, cutting-edge services to our clients. In 2012, Community Support Services strengthened its efforts to serve more persons and improve outcomes for persons living with severe and persistent mental illnesses.

## Expertise from the United Kingdom

In March 2012, Dr. David Kingdon, an international CBT-p expert, presented the results of the research conducted regarding the use of High Yield Cognitive Behavioral techniques for psychosis (HYCBt-p) by Community Support Services CPST (case management) providers. The data was summarized in a research paper, submitted, and accepted for publication in the Journal of Nervous and Mental Disease (JNMD). The article, co-authored by BeST Center staff and colleagues in the UK, is currently “in press” and describes the mainly positive findings from the study with regard to symptom improvement in several areas (total symptoms, depression, negative symptoms, and hallucinations).

Additional teams were also trained in the use of HYCBt-p. One of the agency’s Assertive Community Treatment (ACT) teams was intensively trained in June 2012 followed by bi-weekly consultations with Dr. Harry Sivec, BeST Center. The team received additional consultation from Jeremy Pelton, an expert in CBT-p from the UK, by Skype and a site visit. During Jeremy’s visit in December 2012, the ACT team met with another team from a community mental health agency in Cuyahoga County to initiate a learning collaborative to promote the practice of HYCBt-p.

## CET: Physical Therapy for the Brain

Cognitive Enhancement Therapy (CET) experienced an expansion during 2012. This program is a performance-based, developmental approach to recovery of social and neuropsychological deficits experienced by those with severe and persistent mental illnesses. Often, CET is referred to as physical therapy for the brain. As 2012 ended, the program boasted having 102 graduates of the intensive program with many moving on to the continuing care program which has been established. In an effort to meet the needs of the consumers, CET expanded the continuing care program to include three new groups: Transitions, Refresher and Alumni Support Group. This has provided the alumni with the opportunity to continue moving forward in their recovery. Many graduates have moved on to obtain part-time employment, pursue higher education, and/or begin volunteering. As CET continues to move forward, the program has worked to establish partnerships with other agencies to provide this specialized service. The expansion of CET is a continued focus of the recently created CET Administrator position in order to provide the program to greater number of individuals in Summit County and surrounding areas.

## FACT: Reducing Incarcerations

The Summit County Alcohol, Drug Addiction, and Mental Health Services Board awarded grant funding to Community Support Services in 2012 for the development and implementation of an innovative clinical program, Forensic Assertive Community Treatment (FACT). FACT is an Assertive Community Treatment approach adapted to criminal justice populations. A cognitive behavioral change model provides cognitive restructuring, social skills development, and the development of problem-solving skills. The goal of FACT is to provide high intensity services in the community to prevent future incarcerations, improve treatment adherence, and promote successful community living. Criminogenic risk factors (psychosis; substance abuse; antisocial behaviors, attitudes, and cognitions; family problems; homelessness; unemployment; and lack of healthy recreational pursuits) are targeted utilizing Assertive Community Treatment (ACT) principles of aggressive outreach.

Individuals, who have committed misdemeanor offenses and meet criteria, are court-ordered to FACT and placed on a minimum of one year probation. Criminal justice collaboration is integral to this approach and the team includes an assigned Probation Officer who works closely with both the team and the court. The team will provide FACT services for up to 60 individuals beginning in 2013.

# SUPPORTING RECOVERY

*Mental illness is nothing to be ashamed of, but stigma and bias shame us all. – Bill Clinton*

Community Support Services believes in helping persons served to establish goals, remove barriers, and celebrate successes. The peer support program is one avenue the agency uses to support recovery.

A Peer Specialist is an individual who has lived experience with mental illness. Many peer specialists have completed formal training to become Certified Peer Specialists in the State of Ohio. This shared experience phenomenon is not only based in mental health, but also for persons who have dealt with breast cancer, diabetes, substance abuse, and legal issues.

Through a grant agreement between the Ohio Rehabilitation Services Commission and the County of Summit Alcohol, Drug Addiction and Mental Health Services Board, Peer Specialists actively work within Community Support Services in all aspects of service delivery, ranging from staff in our case management teams to working in our primary care clinic. Peer Specialists function as a complement, not as an alternative, to traditional forms of treatment, such as counseling or case management. The Peer Specialists utilize their lived experiences as tools to help others move forward in recovery. The Peer Specialists are role models for other clients as they demonstrate change is possible when mental illnesses are effectively treated.



## Meeting the Basic Needs

It is difficult to focus on recovery when one wonders where he/she will be living tomorrow. Community Support Services received funding from The United Way of Summit County to provide needed financial assistance for goods, services, utilities, and rent to individuals with severe and persistent mental illnesses. This funding specifically targeted individuals, who by virtue of an exacerbation of their illness, were facing serious obstacles to remain in their residence or for those moving into a new residence. Funding began July 1, 2012 and is projected to provide services to approximately 100 individuals by June 30, 2013.

## Getting On Your Feet

For the past five years, Community Support Services has been a proud participant in the SSI Ohio Project. Developed by the Interagency Council on Homelessness and Affordable Housing, the SSI Ohio Project was launched as a model pilot program and has been administered by COHHIO since June 2008. The goals of the project are to expedite the SSI (Supplemental Security Income) and SSDI (Social Security Disability Insurance) application process, reduce barriers, and increase the number of homeless disabled adults receiving SSI/SSDI benefits for the first time. These benefits help individuals gain access to work supports and other public benefits that lead to financial and housing stability. During these past five years, the agency has served hundreds of clients as well as connected with other providers in the mental health community.



# EFFECTIVE COLLABORATION TO IMPROVE LIVES

## EFFECTIVE COLLABORATION TO IMPROVE LIVES

*It is the long history of humankind those who learned to collaborate and improvise most effectively have prevailed. - Charles Darwin*

Community Support Services is grateful for the opportunity to collaborate with many community partners as we strive to improve the quality of life for persons living in Summit County.

### **Supporting & Protecting Our Seniors**

Community Support Services joined in collaboration with Summit County Health District and Summit County Job and Family Services' Adult Protective Services Program (APS). APS is charged with the responsibility of investigating neglect and/or abuse cases involving persons aged 60 years or older.

Once an initial investigation/assessment is conducted by APS and the assessor suspects there may be mental health issues, a referral is made to Community Support Services for further evaluation. A Mental Health Assessment is conducted to determine if the person would benefit from engagement in mental health services. If the person meets criteria for services and is interested in pursuing treatment, he or she will be referred to the appropriate team. During 2012, we assessed more than 15 individuals.

### **BEST: Championing Mental Health Treatment**

Through a partnership of community stakeholders and The Supreme Court of Ohio Specialized Dockets Section, the Mental Health Docket at Barberton Municipal Court was developed in 2012. Community Support Services is one of the partners of this initiative. This specialized court is referred to as BEST, Barberton Encourages Self Treatment.

BEST is one of the first mental health courts in the state to begin the process of becoming a certified mental health court. BEST is an option for individuals with severe and persistent mental illnesses who have been charged with misdemeanors and are facing a potential jail sentence. The mission of BEST is to enhance public safety by assisting participants in taking responsibility for their behavioral health using effective, evidenced-based interventions and treatment in a holistic, accountability-based, and community-based supported program. Judge David E. Fish is the Presiding Judge of BEST.

The goal of BEST is to reduce the recidivism rate of offenders with mental illness by providing increased supervision and treatment compliance for offenders with mental illnesses. Services include case management, psychiatric and medication management, counseling, employment, intensive treatment services, chemical dependency treatment, residential services and primary care.

Judge Fish, as the leader of the team, works closely with the probation officer and the treatment team members. Rewards and sanctions are employed as participants progress through the phases of the program. The participants voluntarily plead into the program and can successfully complete it in 18-24 months.

### **A Place to Call Home**

The Commons at Madaline Park – Funding to develop the Commons at Madaline Park, a premiere 60-unit Permanent Supportive Housing project, was secured during 2012. The facility will tailor services to those individuals who are veterans, homeless, or have a long term disability. Community Support Services will be 51% owner and Testa Companies will be 49% owner. Akron Metropolitan Housing Authority will provide rental assistance to ensure the building remains affordable to all residents. Construction will begin March 2013 and the facility is scheduled to open in April 2014. The Commons at Madaline Park will be the first project of its kind in Summit County and addresses the critical need for supported housing in the community.

### **Fighting Homelessness in Summit County**

Community Support Services purchased a 39,000 sq. foot building on Voris St. to develop and expand homeless services to Summit County residents. Renovations began early in 2012 to convert 7,000 sq. feet of warehouse space to finished office space for the Community Referral Resource Center (CRRC). The CRRC is one of 17 homeless outreach centers in the nation operated by the Veterans Administration. The CRRC will officially open in February of 2013 and will work closely with the Homeless Outreach Center operated by Community Support Services to meet the needs of the homeless in Summit County. Community Support Services will continue to seek additional partners to fight to end homelessness in Summit County.

# EFFICIENCY

*Efficiency is doing better what is already being done. – Peter F. Drucker*

## IT Grants: Improving Processes

In its continuing efforts to improve efficiencies, the Community Support Services' Information Technology (IT) Department was thrilled to be awarded two grants in 2012 through the Ohio Department of Mental Health (ODMH).

The first of these was a mini grant for Health Information Technology/Health Integration Innovation. The purpose of this grant was to enable community behavioral health centers to demonstrate progress toward becoming a health home. Activities funded under the grant included reviewing and developing information and data collection processes and analysis for consumer needs assessments, population management, billing functions, and outcomes reporting. The funds awarded under this grant were used to work with our electronic health record (EHR) vendor to ensure that individual health information could be successfully captured within and reported out of the EHR.



The second grant awarded was a collaborative grant with the Summit County ADM Board, Community Support Services, Portage Path Behavioral Health, and Child Guidance and Family Solutions. The purpose of this grant was to review and improve processes associated with data collection for the ODMH outcomes reporting. The current process to reporting data to ODMH involves manually entering outcomes data into a website maintained by the State. In a review of the data that was collected during client contacts, it was determined that for Community Support Services staff, most of the information requested under this project was already collected by staff during other contacts with consumers. The grant funding was used to establish a mechanism to gather this information from the source documents and combine the information into a single process that does not require agency staff to duplicate information collection. The grant funding was also used to create a process where the collected information could be summarized and uploaded directly to the state database systems without having to manually enter each record as well as maintaining management reporting for the developed processes.

## Realizing Efficiencies: Prism Health

Community Support Services is proud to be a member of Prism Health, a behavioral healthcare venture designed to create opportunities for providers, customers, and employees. Prism Health is a collaboration among four of the leading behavioral health companies in Summit County: Child Guidance & Family Solutions, Community Health Center, Community Support Services, and Portage Path Behavioral Health. Collectively these agencies serve more than 33,000 area residents with a full array of behavioral health and health services, such as outpatient counseling & psychiatry, emergency psychiatric services, case management, crisis intervention, video therapy, addiction treatment, and specialty services like housing, employment, criminal justice diversion programs, homeless outreach, medical, and other supportive services. Prism Health member agencies employ more than 770 people at 20 locations throughout the county.

Prism Health was born out of necessity, as we struggled to keep up with increased demands in the face of shrinking funding. Working together has enabled us to harness our collective purchasing powers, eliminate duplication, and realize various efficiencies.



# FINANCIALS

FINANCIALS

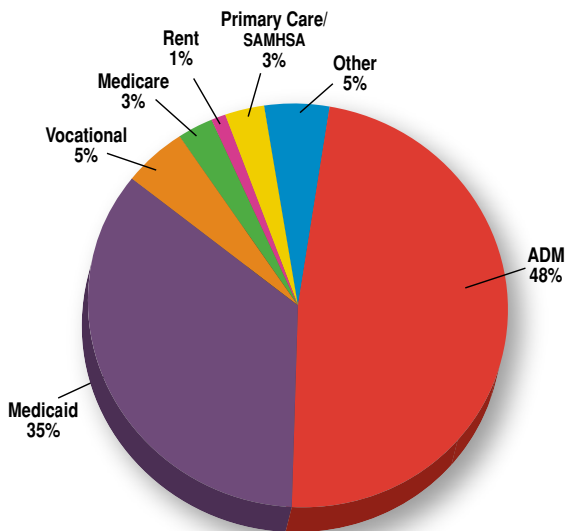
## Assets

	<u>2012</u>	<u>2011</u>
Cash and Cash Equivalents .....	\$2,008,324.....	\$2,422,051
Accounts Receivable - net .....	3,641,705.....	2,690,771
Prepaid Expenses.....	364,283.....	202,210
Property & Equipment.....	4,026,820.....	2,748,032
Other Assets.....	92,771.....	92,177
<b>Total Assets .....</b>	<b><u>\$10,133,903.....</u></b>	<b><u>\$8,155,241</u></b>

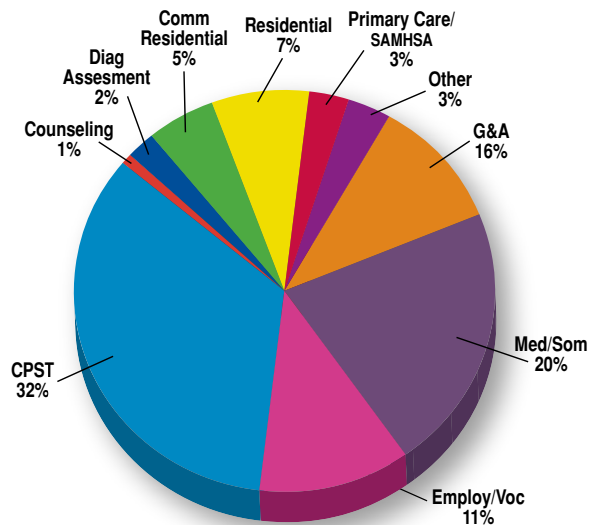
## Liabilities

Accounts Payable .....	1,122,374.....	502,159
Accrued Liabilities.....	1,985,041.....	1,576,350
Mortgage and Loans Payable .....	2,316,510.....	840,000
Provision for Medicaid/ADM Paybacks.....	885,331.....	1,437,195
<b>Total Liabilities .....</b>	<b><u>\$6,309,256.....</u></b>	<b><u>\$4,355,704</u></b>
<b>Net Assets.....</b>	<b><u>\$3,824,627.....</u></b>	<b><u>\$3,799,537</u></b>
<b>Total Liabilities and Net Assets .....</b>	<b><u>\$10,133,903.....</u></b>	<b><u>\$8,155,241</u></b>

## 2012 Revenue \$16,499,428



## 2012 Expenses \$16,474,318



# THE BLACK KEYS

## THE BLACK KEYS



***“This is Alfred McMoore...Your black key is taking too long.”***

This was one of many messages Mr. McMoore left on the home answering machine of Akron Beacon Journal reporter, Jim Carney, who was at the time working on an article about Mr. McMoore, a local artist and client of Community Support Services. Neighbor, Chuck Auerbach, received dozens of similar messages per day.

In 2001, the men’s sons, drummer Pat Carney and guitarist Dan Auerbach, formed a band. They called themselves, The Black Keys, a term now known worldwide for bluesy rock music.

A friend of Alfred’s commented, “Without CSS and the support they provided him - the monitoring, supervision, encouragement, getting involved with his drawing - there’s no question he would have been hospitalized somewhere.” The agency’s staff continually asked, “What can we do to improve Alfred’s quality of life?” The friend remarked, “They did that by rediscovering his strengths and abilities.”

This philosophy of recovery drives Community Support Services’ relationship with all of its consumers. The agency makes it a priority to identify and embrace clients’ talents and strengths rather than to focus on the limitations.

In 2010, with proceeds from the Black Keys 2009 benefit concert following McMoore’s passing, Community Support Services established the Black Keys Alfred McMoore Memorial Endowment Fund to support other artists struggling with mental illness. This fund further grew with the Black Keys’ designation of Community Support Services as one of the non-profits to benefit from ticket sales for their 2012 tour. Through Tickets-for-Charity, the Black Keys provided a portion of their ticket sales to the agency. These funds were directed to the Black Keys Alfred McMoore Memorial Endowment Fund.

***Thank you, Akron’s Own, The Black Keys!***

# JANUARY TO DECEMBER 2012 DONATIONS

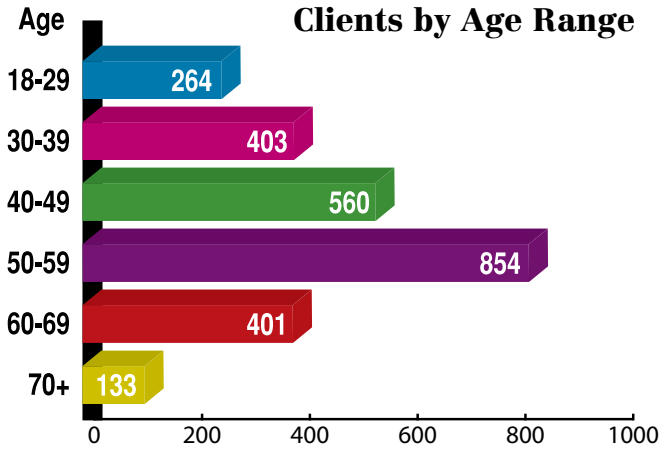
JANUARY TO DECEMBER 2012 DONATIONS

Agnes Andrasak  
Anonymous  
Megan Arnold  
Deborah Betts Moore-Roberson  
Tami Black  
The Black Keys  
James Bournival  
Kay Bowman  
Mary Brackle  
William Breitenbach  
Judith Brenner  
Susan Bussey  
Carol Coleman  
Ray Coleman  
CREW, Inc.  
Carol & David Creps  
Denise Cunningham  
Terry Dalton  
Dartmouth College  
Delta Omega Chapter Sigma Theta Tau, Inc.  
David Di Salvo  
Shayne Donald  
Bryant Doyle, Jr.  
Kathy DuBose  
Carol Eddy  
Geoffrey Eicher  
Manzoor Elahi  
First Congregational Church of Hudson  
Jon Garey  
Arthur Greenberg  
Lisa Greenfelder  
Michael Greenfelder  
Mr. & Mrs. Heffern  
Robert Hermanowski  
KC Hiremath  
Paul Jackson  
Betty Jenkins  
Joyce Johnston  
Janice Jones  
James Karpawich  
Sheila Kerns  
Joan Leff  
Lets Grow Akron  
Susan Lines  
Kimberly Meals  
James Merklin  
Yvonne Miller  
C. Renae Minor  
John & Tina Mogen  
Penny Moore  
Julie Morehead  
Karen Mullen  
Duane Myatt  
NAMI Summit County  
Linda Omobien  
Lisa Oswald  
Chrisovalantis Paxos  
James Pianalto  
Wayne Pyle  
Brad Rankin  
Helen Reedy  
Roetzel & Andress  
Beverly Saunders  
Martha Schaal  
Eileen Schwartz  
Frank Sepetauc  
Terri Shavers  
Lori Sheets  
Valerie Sherman  
Kimberly Shontz  
Danielle Sims  
Lee Snyder  
Keith Stahl  
Mary Stormer  
Norma Thoman  
Tickets for Charity  
University of Akron Students  
Maureen Van Duser  
Douglas Wagner  
Brenda Ward-Brown  
Ed Wickline  
Caroline Williams  
Erin Wojno  
Rick & Jo Ann Young

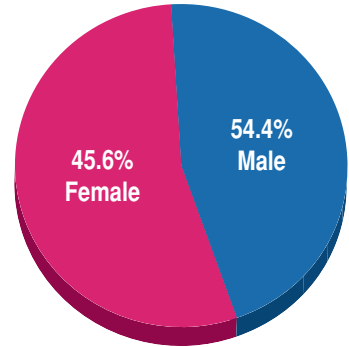
***Your Support of Community Support Services is Greatly Appreciated!***

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

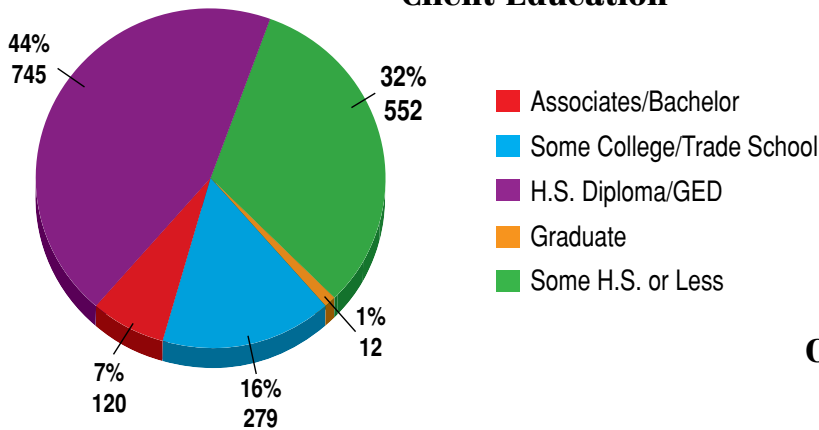
# BY THE NUMBERS



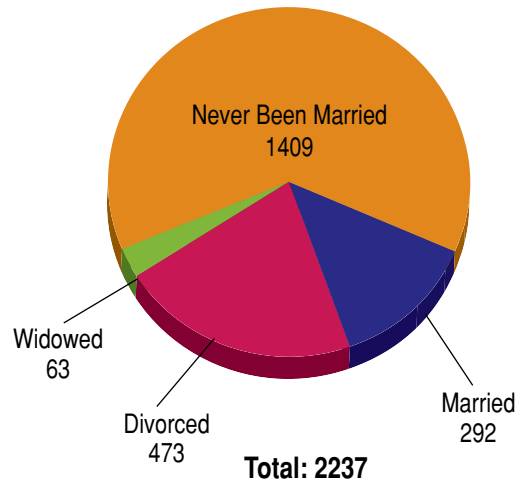
### Gender Breakdown



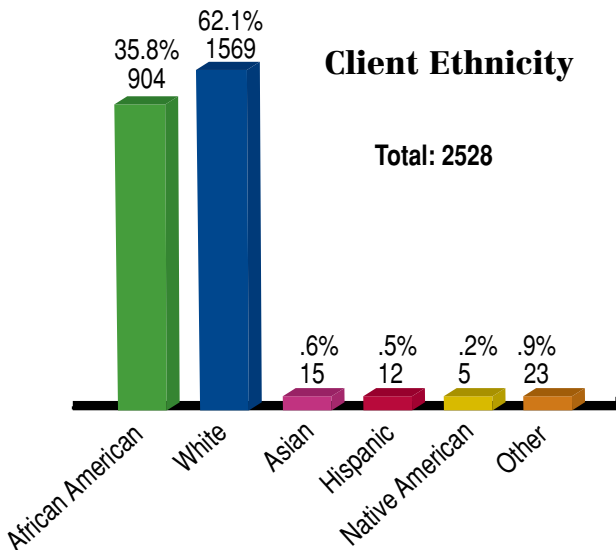
### Client Education



### Client Marital Status

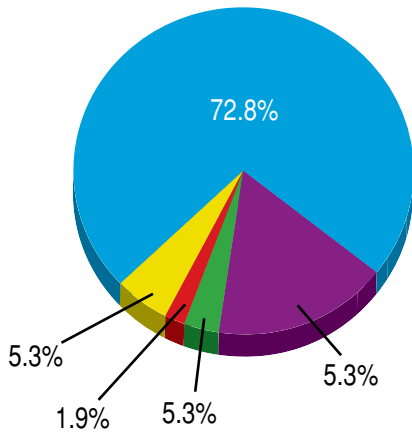


### Client Ethnicity

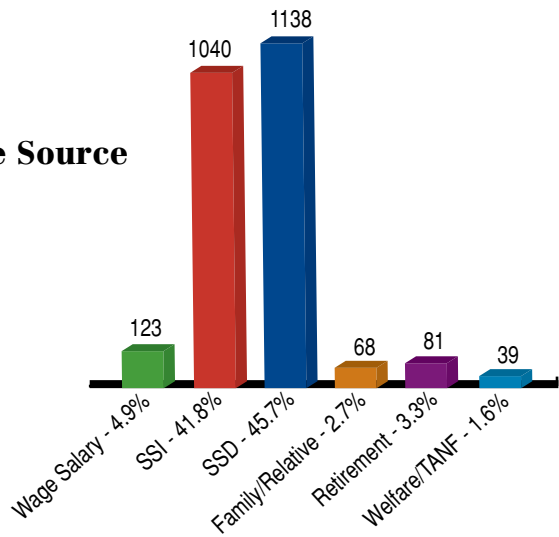


# BY THE NUMBERS

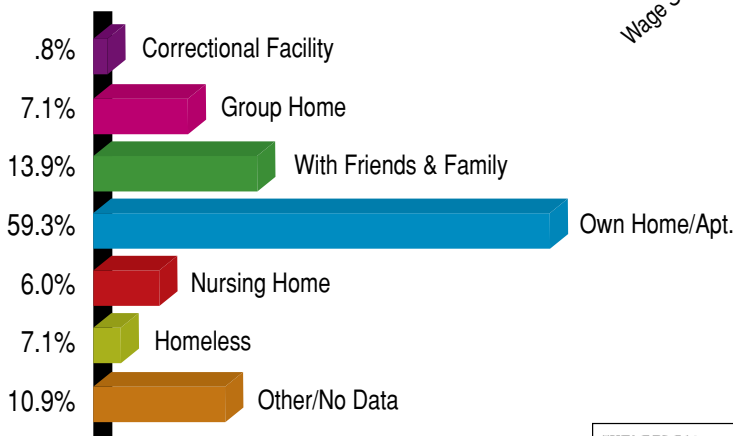
## Household Income



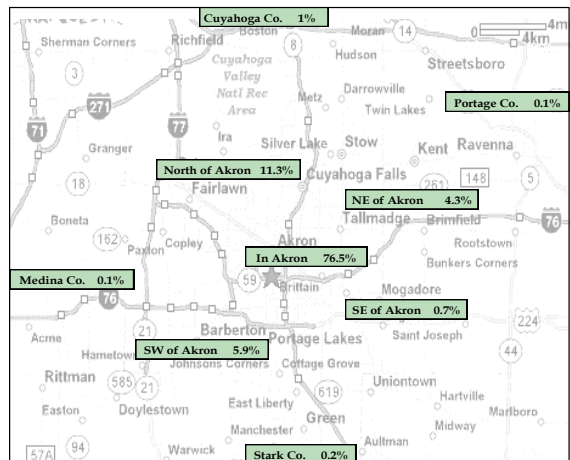
## Income Source



## Client Living Arrangements



## Client Location





**Certified by OhioMHAS**



**150 Cross Street • Akron, Ohio 44311 • 330-253-9388**