

The background is a hand-drawn illustration in a soft, painterly style. It depicts a landscape with several trees on the left and right sides. A path or road winds through the center of the scene. In the upper center, a large, bright full moon is visible against a warm, orange-brown sky. The overall color palette is dominated by earthy tones like browns, oranges, and greens.

“Recovery Journey”

Annual Report 2009

Drawing by
Agency Client

community
SUPPORT
services
www.cssbh.org

Executive Council

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

Board of Directors

Chairperson:	James Merklin
Vice Chairperson:	Karen Hrdlicka
Treasurer:	Rick Kavenagh
Secretary:	Angela Tucker Cooper

Board Members

Mary Brackle	Patricia Galon	Paul Jackson	James Pianalto
David Brinkman-Sull	Arthur Greenberg	Rick Kavenagh	Helen Reedy
David Di Salvo	Pamela Hawkins	Susan Lines	Valerie Sherman
Kathy DuBose	Timothy Hayes	Marcus Moore	Dalia Spisak
Michael Gaffney	Horace Highland, Sr.	Lisa Oswald	Michael Yohe

Honorary Board Members

Jeanne Fazio
Michael Kura
Stephen Mysko
Sue Reitz
Norma Thoman
Maureen Van Duser

We welcome our readers to spend a few minutes reviewing the highlights of 2009. As healthcare delivery and funding are constantly changing, the year was challenging as well as rewarding. Throughout the process, Community Support Services remained committed to supporting the recovery journeys of persons living with severe and persistent mental illnesses.

Early in 2009, Community Support Services celebrated the dedication and open house of the Margaret Clark Morgan Integrated Primary Care Clinic and Klein's Pharmacy. These new services are a joint venture with several partners: Community Support Services, the University of Akron College of Nursing, the NEOUCOM BeST Center, Klein's Pharmacy and ADM Board. Behavioral health care, pharmacy services, and primary care are able to provide integrated care under one roof. In addition to being one of the first agencies in the State of Ohio to provide this integrated approach, Community Support Services was also selected by the National Council for Community Behavioral Healthcare as one of five sites in the United States to participate in a year long training and research endeavor focusing on integrated care .

In April, the annual board meeting was held to recognize our partners in the recovery journey as well as to celebrate our staff. During this event, the William Presser Towers housing development was awarded the Employer of the Year Award for providing employment opportunities for our clients. The Individual Donor of the Year Award was received by Melissa Kirkpatrick. Ms. Kirkpatrick's generosity allowed the agency to purchase medical equipment for the new primary care clinic. The Corporate Donor Award was provided to Akron General Medical Center for their donation of the examination tables for the new clinic. Awarded the Community Services Award was Attorney Ellen Kaforey for her true commitment to serving individuals with severe and persistent mental illnesses. The Margaret Clark Morgan Foundation received the Foundation Donor of the Year award. Without their substantial contribution, the renovations necessary to start the primary care clinic and pharmacy would not have been possible. The Volunteer of the Year Award was presented to Patricia Mintus for her commitment to our Friendly Visitor program.

In recognition of May as Mental Health Month, Community Support Services embarked on a bus board campaign to reduce the stigma associated with mental illnesses. This bus board campaign lasted through most of the remaining months of 2009.

The Commission on Accreditation of Rehabilitation Facilities (CARF) visited the agency in August for our accreditation survey. We are pleased to report that we received a three year accreditation for all of our services. This accreditation outcome represented the highest level of accreditation that can be awarded to an organization. The standards set forth by CARF assist Community Support Services to remain focused on supporting the recovery journeys of persons receiving services.

In October, more than 40 persons participated as part of the Community Support Services' team in the annual NAMI Walks for the Mind of America. Community Support Services captured the trophy for the most dollars raised to support the work of NAMI of Summit County. In addition, Board Chair James Merklin was the recipient of the Hustle Award for the most funds raised by an individual.

An exciting year was culminated with a benefit concert in late November by the Black Keys in remembrance of a person who traveled the road of recovery and inspired the name for the Black Keys (see article on page 3)

2009 was a year of challenges and rewards. We couldn't have overcome the challenges or been the recipient of the rewards if not for the amazing efforts displayed by our staff, the commitment shown by our Board of Directors, and the persistence of our consumers to stay Recovery focused.

Thank you for being part of the recovery journey at Community Support Services.



*James E. Merklin, CPA
Chairman*



*Terrence B. Dalton, MEd., LSW
Chief Executive Officer*

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

It was one of many messages McMoore left on the home answering machine of Beacon Journal reporter Jim Carney, who at the time was working on an article about the local artist. Neighbor Chuck Auerbach, an art dealer who introduced McMoore to Carney, 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.

The rest, as they say, is history.



The Black Keys performing at the The Wild World of Alfred McMoore benefit concert in November 2009.

McMoore, an artist who battled schizophrenia most of his life, was a Community Support Services client. Caseworkers – and, often, just friends at the agency – would stop by McMoore’s Thornton Street apartment to make sure he was taking care of himself. They also helped cultivate his extraordinary talent.

A friend of Alfred’s commented, “Without CSS and the support they gave him – the monitoring, supervision, encouragement, getting involved with his drawing – there’s no question he would have been hospitalized somewhere.” The agency always was asking, “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 drives Community Support Services’ relationship with all of its clients. The agency makes it a priority to identify and embrace clients’ talents and strengths.

In recognition and celebration of Alfred McMoore, The Black Keys, through the leadership of Stephanie Auerbach, raised more than \$20,000 through a benefit concert held on Black Friday, November 27, 2009. The evening also provided an opportunity to showcase Alfred’s magnificent “outsider” art.

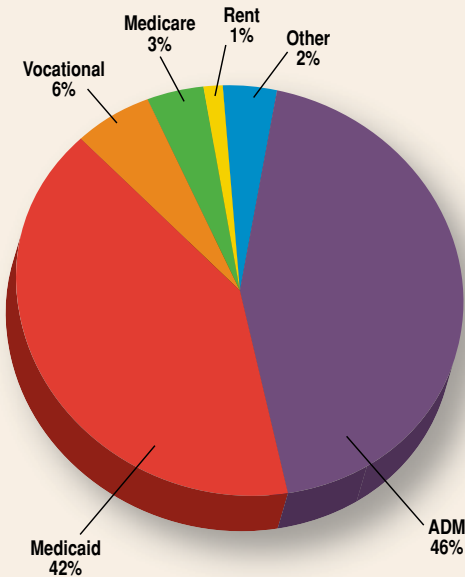


Before the concert, attendees viewed Alfred’s artwork prominently on display.

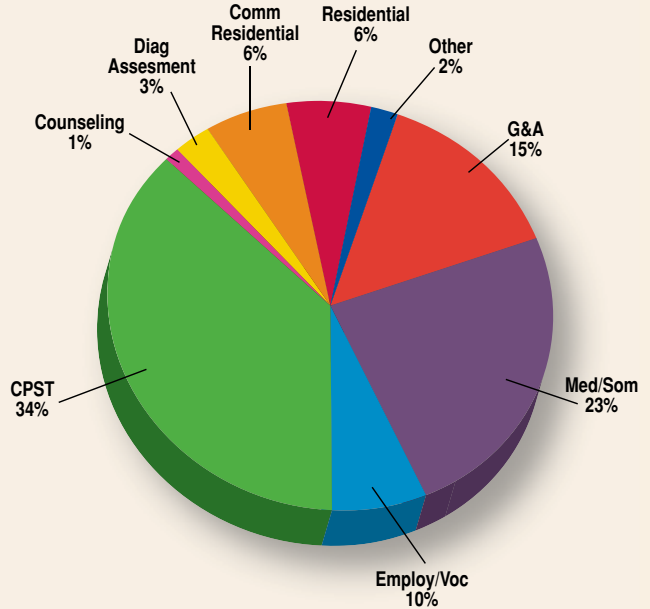
To donate to the Black Keys Alfred McMoore Memorial Endowment Fund, visit www.akroncommunityfdn.org/ contribute. Or, to learn more about establishing an endowment fund at Akron Community Foundation, call Dr. Suzanne Allen, Vice President of Development, 330-376-8522.

2009 & 2008 Balance Sheets

2009 Revenue
\$16,085,999



2009 Expenses
\$16,056,507



<u>Assets</u>	<u>2009</u>	<u>2008</u>
Cash and Cash Equivalents	\$1,255,893	\$1,050,529
Accounts receivable - net	2,823,257	2,512,967
Prepaid Expenses	349,351	408,427
Property & Equipment - net	1,895,147	2,013,343
Other Assets	1,930	3,455
Total Assets	\$6,325,578	\$5,988,721
 <u>Liabilities</u>		
Accounts Payable	\$305,298	\$375,676
Accrued Liabilities	1,535,442	1,218,920
Provision for Medicaid/ADM Paybacks	1,330,097	1,268,876
Note Payable	0	0
Total Liabilities	\$3,170,837	\$2,863,472
Net Assets	\$3,154,741	\$3,125,249
Total Liabilities and Net Assets	\$6,325,578	\$5,988,721

Donations - January thru December 2009

ADM Board Staff
Astra Zeneca
Effie Bates
BeST Center
BGC & Company
Tammy Black
Lorraine Blancett
Mary Brackle
Bober, Markey, and Fedorovich
James E. Bournival
Eric W. Brown
Maryann Carlin
Janine Casey
Stacie Coffman
Kevin Crum
Terrence B. Dalton
Daughters of Israel
Teri Davis
Andrea Denton
David DiSalvo
Shayne Donald
Kathy DuBose
Tina Durant
Carol Eddy
Eli Lilly
Suzanne Frohme
Michael G. Gaffney
Patricia Galon, PhD.
Anoush Ghazarian
David & Gina Giffels
Marianne Goldyn
Thomas Goodall
Patricia Goodall
Renee Grant
Arthur Greenberg
Lisa K. Greenfelder
Russell Gregory
Jacqueline Grice
Pamela Hawkins
Robert Heffern
Lynda Henry
Lon Herman
Robert W. Hermanowski, MD
Karen Hrdlicka
IS Dept. of Community Support Services
Janssen Pharmaceuticals
Joyce D. Johnston
Jane A. Jones
Janice Jones
Joyce Vending Services

Joyce Kane
James Karpawich, PhD
Rick Kavenagh
Melissa Kirkpatrick
Barry Klein
Klein's Pharmacy
John Koenig
Robert Lovette
Kimberly Meals
James E. Merklin
Yvonne Miller
Penny S. Moore
Marcus Moore
David Morris
NAMI of Summit County
Nestle Foundation, Community Care Campaign
Cheryl Newman
Shirley & Randal Niemi
Lisa Oswald
Pathology Laboratories, Inc.
Chrisovalanis Paxos
David Pelligra
Mary Phillips
James Pianalto
Ann E. Pipoly
Deborah Plate, DO
Richard S. Poppenhouse
Kathryn Porter
Heather Queen-Williams, MD
Helen Reedy
Sue Reitz
Round River Consulting
Isatou Sagnia
Frank Sepetauc
Valerie Sherman
Shire Pharmaceuticals
Kimberly A. Shontz
Daila Spisak
Ludwig Stern
Brenda Taylor
Teva Pharmaceuticals
The First Congregational Church
Norma Thoman
Angela Tucker Cooper
Donald Tynes
Maureen VanDuser
Terese A. Varga
Douglas Wagner
Wayne County Nursing Consortium

Donations - January thru December 2009 cont.

In Memoriam of Diane Huskinsson

*ASB Industries
Alice E. Brinza
Pauline Del Pozzo
David M. & Ann E. Del Pozzo
Ann B. Duke
Myron & Millie A. Fedeckyj
Spencer C. & Helen V. Freeman
Beth A. Glasgow
Ronald J. & Janet M. Karl
Albert & Mara Kay
John & Regina Lindeman
Richard & Rosemary Lombardi
Fran Martin
Neil S., & Kathleen McNeil
Gary R. & Arlene S. Miller
Tami L. & Dennis T. Muli
Yolanda M. Mulig
Katherine L. Murphy
Michael G. & Pattie Passarelli
Gary L. & Cynthia Schumacher*

In Memoriam of Peter Bianco

*Rosemarie Bianco Ripple
Charles E. Booth
Beverly Davisson
Patrica H. Doodall
Mary F. Kalgreen
Jeanne Marie Latham
Anne T. Merzweiler
Ralph G. Myers
Theresa K. O'Connor
Anthony Patrino
Jeanette M. Plazak
Richard S. Poppenhouse
Maryann Washnock
Margaret E. Wynn*

Your support of Community Support Services is greatly appreciated!

Thank You!

Community Support Services apologizes for any omission of donations received between 1/1/2009 – 12/31/2009.

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.



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



Accredited by the Commission on Accreditation of Rehabilitation Facilities

