

Opportunities & Challenges:  
*Growth for the Future*



ANNUAL 2011 REPORT

# MISSION STATEMENT

## *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.

# LEADERSHIP

## *Leading the Way*

### EXECUTIVE COUNCIL

- President/CEO ■ *Terrence B. Dalton, M.Ed., LSW*  
Vice President of Operations/CFO ■ *James E. Bournival, MS*  
Vice President of Rehabilitation/COO ■ *Frank Sepetauc, PCC-S, CRC*  
Medical Director ■ *Robert W. Hermanowski, MD*  
Director of Administration ■ *Douglas A. Wagner, SPHR*  
Director of CPST and Specialized Services ■ *Linda F.R. Omobien, MA, PCC-S, LSW, LICDC*  
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 of Residential Services ■ *Keith Stahl, MSW, LISW*

### BOARD OF DIRECTORS – 2011

- Chair ■ *Karen Hrdlicka*  
Vice Chair ■ *Paul Jackson*  
Treasurer ■ *Helen Reedy*  
Secretary ■ *Angela Tucker Cooper*

Paul Bonacuse  
Mary Brackle  
David Di Salvo  
Paula DiVencenzo  
Kathy DuBose  
Brenda S. Farrell  
Patricia Galon\*  
Arthur Greenberg  
Horace Highland  
Susan Lines  
Marcus Moore

Karen Mullen  
Duane Myatt  
James Pianalto  
Mike Pruitt  
Helen Reedy  
Lori Sheets  
Valerie Sherman  
Dalia Spisak  
Mary Stormer  
Rev. Kevin Strickland, Sr.  
Caroline Williams

### Honorary Directors

Pamela Hawkins  
Rick Kavenagh  
Michael Kura  
James Merklin  
Norma Thoman  
Maureen Van Duser

*\*deceased*

### In Memoriam ■ **Patricia Galon, Ph.D.**

On September 12, 2011, Community Support Services and the community lost a long-time champion and advocate of behavioral health services. Since April 2007, Pat served on the Community Support Services Board of Directors. In 2008, she was recognized as the *Donor of the Year* for her years of quiet support of agency programs. She was a tireless advocate for those with severe and persistent mental illness and was instrumental in helping Community Support Services focus its energies on providing integrated care as she recognized the significant health concerns encountered by persons living with severe and persistent mental illnesses.



# Opportunities & Challenges...

For 23 years, Community Support Services has been a leader in behavioral healthcare as the organization is committed to innovative, effective, and efficient services. The organization seeks to create opportunities for recovery for the citizens of Summit County. As healthcare reform evolves, the leadership of Community Support Services is fully committed to ensuring the agency is well-positioned for the looming changes in healthcare and remains optimistic about the potential for improvement.

During 2011, Community Support Services continued its collaboration with many long-standing partners, but also began to develop new and expanded relationships with other health and social service providers. We invite readers to review the highlights of the organization.

In January, the agency, under the direction of Linda Omobien, Director of CPST services, participated in the IMPROVE project. The IMPROVE project is a collaborative effort among Community Support Services, the Ohio Department of Job and Family Services, Buckeye, Care Source, Unison, the Emergency Departments of Akron General Medical Center and Summa Health Systems, and Portage Path Behavioral Health. The project targeted individuals with severe and persistent mental illnesses who were high users of hospital emergency departments and had frequent inpatient admissions for psychiatric and medical concerns. In the two-month study, this collaborative effort demonstrated significant reduction in utilization of costly emergency room visits and inpatient admissions. Results of the study were presented at a state-wide Medicaid conference in late 2011. Although the project has concluded, the partnerships developed continue to benefit the persons served while reducing costs.

In early 2011, the agency began providing services to persons previously treated by the State of Ohio Community Support Network treatment team. The Intensive Treatment Team employs a modified ACT model, providing intensive community based services. This team has begun to work with youth who are transitioning from the child mental health system to the adult mental health system.

Following up on Governor Kasich's challenge to the counties to find additional matching dollars to capture federal vocational rehabilitation dollars, the Summit County ADM Board allocated approximately \$200,000 to access nearly \$1,000,000 vocational rehabilitation service dollars. These funds are to assist individuals with mental illness and substance abuse problems secure employment opportunities. This VRP-3 program is administered as part of Community Support Services Employment and Vocational Services.

During this same time, through the efforts of Penny Moore, Director of Employment and Forensic Services and Frank Sepetauc,



*Karen Hrdlicka, Chairperson,  
Board of Directors*



*Terrence B. Dalton, M.Ed. LSW,  
President/Chief Executive Officer*

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# ...Growth for the Future

Chief Operating Officer, Community Support Services received a grant from the Ohio Rehabilitation Services Commission to implement a “first in the State” Peer Support Recovery training program. Highlights of this program are reported elsewhere in this annual report.

Additionally, Keith Stahl, Director of Residential Services has been looking at unmet community needs. During 2011, the Residential and Homeless Services Department entered into an arrangement with the Veterans Administration to develop an outreach center for homeless veterans. The agency hopes to open this new facility in late 2012. While meeting the needs of the homeless, the Residential Department was also successful in partnering with Testa Builders and through a lengthy multi-year effort was successful in attaining financing through HUD and the Ohio Financing Authority to develop the Commons at Madeline Park, a 60-unit apartment complex with extensive supportive services for individuals who are homeless, veterans, and/or living with a serious mental illness. The agency hopes to begin construction in late 2012.

Other exciting opportunities that occurred in 2011 were the implementation and expansion of the Cognitive Behavioral Therapy for individuals with persistent psychosis (CPT-p) program and the receipt of a \$1.8 million dollar four-year health and wellness grant from SAMHSA for the agency’s Margaret Clark Morgan Integrated Care Clinic. See related articles elsewhere in this report.

After several years in development, Prism Health, LLC, of which Community Support Services is a founding member, hired Mr. Ed Casey as our Operations Director. In less than 9 months, Mr. Casey has generated significant cost saving opportunities for all four agencies and is currently marketing these opportunities to other non-profit organizations in Summit and surrounding counties.

While 2011 was a year for new opportunities, it was also a year of challenges. In an effort to contain Medicaid expenditures, the State of Ohio, through the Ohio Department of Job and Family Services and the Ohio Department of Mental Health, imposed reimbursement limits on certain behavioral health services. These limits and reduced reimbursement rates had a significant clinical and financial impact on the agency and the clients we serve. The agency and our clients continue to adjust to these changes in reimbursement that are not necessarily in the best interest of individuals living with severe and persistent mental illnesses.

Without a doubt, 2011 was a year of challenge and opportunity. Community Support Services couldn’t have overcome the challenges or excelled in addressing opportunities if not for the tremendous efforts displayed by every employee of the agency, the dedication demonstrated by our Board of Directors, the commitment from the Summit County ADM Board and the Ohio Rehabilitation Services Commission, and the collaboration of our PRISM partners: Child Guidance and Family Solutions, Community Health Center and Portage Path Behavioral Health.

However, none of this would have been possible if it wasn’t for the trust our clients place in us to ensure that we provide them with the best possible services on their journeys of recovery!



*Karen Hrdlicka, Chairperson,  
Board of Directors*



*Terrence B. Dalton, M.Ed. LSW,  
President/Chief Executive Officer*



# COMMUNITY SUPPORT SERVICES Programs *Our Story*

## **PEER SUPPORT / RECOVERY SPECIALIST**

In 2011, Community Support Services proudly launched the Peer Support Training and Internship Program with funding and support from the Rehabilitation Services Commission (RSC) and the Summit County ADM Board. Several consumers of the mental health system have been hired and completed training provided and funded in part by the Ohio Department of Mental Health (ODMH) and the Ohio Empowerment Coalition (OEC).

As the Recovery Specialists recognize the challenges of navigating the mental health system and appreciate the barriers encountered by persons with severe and persistent mental illness, they are motivated and energetic to assist others on the road to recovery.

Community Support Services has placed Recovery Specialists in several programs, including the Margaret Clark Morgan Integrated Care Clinic and the Regional Community Psychiatric Supportive Treatment (CPST) program. The Recovery Specialists are a vital part of the treatment teams of Community Support Services.

Additionally, Recovery Specialists have been assigned to the Summit County Jail in an effort to engage persons in treatment upon their release from the jail and they have linked with Oriana House's community corrections facilities.



*Several of the agency's Recovery Specialists*

## **COGNITIVE BEHAVIOR THERAPY FOR PSYCHOSIS (CBT-p)**

It is estimated between 30–60 % of persons with schizophrenia and related disorders continue to experience psychotic symptoms. Community Support Services and the BeST Practices in Schizophrenia Treatment (BeST) Center engaged in a partnership to help individuals affected by persistent psychotic symptoms to regain some control over distressing symptoms.

There is growing evidence to support the adaptation of Cognitive Behavioral Therapy for persons with psychosis (CBT-p). In the United Kingdom, CBT-p is widely employed with favorable results. CBT-p is not routinely available in the United States as CBT-p requires specialized training.

There are specific techniques derived from CBT-p that may be delivered by individuals who have appropriate training and supervision. As these techniques have the potential to yield positive results in brief encounters, the techniques are called High-Yield Cognitive Behavioral techniques for Psychosis (HYCBt-p).

In 2011, experts from Insight CBT Partnership, a United Kingdom based entity with international expertise in cognitive therapies for psychosis, trained psychiatrists, counselors, supervisors, and Community Rehabilitation Specialists in HYCBt-p. Community Rehabilitation Specialists trained in HYCBt-p reported persons having greater management of previously persistent psychotic symptoms.

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*The first graduates of the High Yield CBT-p training and the trainers from the United Kingdom.*



**Deborah Betts-Moore Roberson, ACT Supervisor, reflects on her experience with HYCBt-p.**

The ACT team recently completed HYCBt-p training. The providers are in the field using this empowering technique with clients. It is amazing to listen and to see this process at work. Every client that has been introduced to HYCBt-p has shown remarkable progress.

The team is working with a male who has always heard voices; however, he would never acknowledge this to staff. During the engagement process of HYCBt-p, he shared he does hear voices, but he doesn't hear them all the time. He also reported his spider plant was talking to him. There is another client who frequently reports she is pregnant. During the engagement phase, the client was discussing her children who are all young adults. Client indicated to staff, "I hope I am not pregnant. It feels like something is in there, but I didn't do anything to get pregnant." Per the client's medical provider, she may have a tumor. The client's view of this was significant as she often has delusions in which she is pregnant. Another client shared she was excited about being able to complete her homework. HYCBt-p has become another tool to assist in the recovery process. It is powerful. It has shown remarkable results with clients and staff.

**SUPPORTING WELLNESS**

Community Support Services was awarded a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). The agency will receive approximately \$475,000 per year for four years to support its efforts to improve the mental and physical health of clients living with severe and persistent mental illnesses. There



*Participants and staff of the agency's Health & Wellness Program*

will also be emphasis on reducing the risk of preventable diseases and enhancing the quality of life for persons with severe and persistent mental illnesses. This funding will further enhance the efforts of the Margaret Clark Morgan Integrated Care Clinic. A large component of the grant focuses on wellness activities including smoking cessation, peer health mentors, healthy eating, nutritional counseling, and other health management programs.

**Judy - Early Success!**

Judy, one of the first to participate in the agency's wellness program, shared she had been told her diabetes and blood pressure were "out of control." She indicated her physician had said her kidneys were beginning to fail which may require her to have dialysis.

After two months of participation in the wellness program, Judy proudly reported she had lost 14 pounds. She indicated she has learned about the value of eating healthy and regular exercise. Judy goes to the YMCA regularly. She walks frequently. Her cholesterol is lower. She indicated her physician has reported her diabetes and kidneys have improved greatly.

**COGNITIVE ENHANCEMENT THERAPY (CET)**

Since 2005, Community Support Services has been the only provider in Summit County offering Cognitive Enhancement Therapy (CET). Cognitive Enhancement Therapy, an innovative treatment for persons with schizophrenia and related disorders, employs structured computer exercises to increase attention, improve problem-solving skills, and enhance memory. Additionally, participants engage in structured group sessions focused on cognitive inflexibility, perspective taking, and context appraisal. In 2011, Community Support Services proudly celebrated 100 graduates of this pioneering approach.



*CET Coach, Aretha Brown, instructing a participant on the computer.*

# ANNUAL AGENCY *Recognition*

Community Support Services proudly recognized the following persons and entities as partners in our continued success in providing quality comprehensive behavioral healthcare for persons in Summit County, Ohio.

## **Foundation Donor of the Year - WELTY FAMILY FOUNDATION**

The Welty Family Foundation was recognized as Foundation Donor of the Year for their assistance with the funds necessary to install air conditioning at Edgerton House, a 24-hour supervised residential treatment facility.

## **Donor of the Year - RILEY & BARB LOCHRIDGE**

Mr. and Mrs. Lochridge were honored as Donor of the Year for their commitment and selflessness to improving the quality of life for persons experiencing homelessness.

## **Employer of the Year - SALVATION ARMY**

The Salvation Army was recognized as Employer of the Year for extraordinary commitment to working with persons with severe and persistent mental illness.

## **Corporate Donor of the Year - UNITED WAY OF SUMMIT COUNTY**

The United Way of Summit County was recognized as Corporate Donor of the Year for their support of persons living with severe mental illness as well as limited income.

## **Community Services Award - THE BeST CENTER AT NEOMED**

The BeST Center at NEOMED was recognized by Community Services Award for their ongoing support of quality and innovative behavioral health services for persons with severe and persistent mental illness.

## **Community Partner in Recovery - ANN & BARRY KLEIN / KLEIN'S PHARMACY**

For more than 20 years, Klein's Pharmacy has been a partner in supporting recovery for persons with severe and persistent mental illness. Barry and Ann Klein have worked tirelessly to ensure persons with mental illness have their prescribed medications despite financial and insurance barriers. For the past several years, Klein's Pharmacy has operated a pharmacy at Community Support Services which has increased collaboration with providers as well as served as a teaching site for pharmacy students.



*Salvation  
Army*



*Klein's  
Pharmacy*



*The BeST Center  
at NEOMED*



*United Way  
of Summit County*



## PRISM HEALTH

Prism Health, LLC, an innovative new healthcare venture, is a collaboration among four of the leading behavioral health care companies – Child Guidance & Family Solutions, Community Health Center, Community Support Services, and Portage Path Behavioral Health – in Summit County, Ohio. These four entities collectively serve 33,000 area residents with a full spectrum of healthcare services such as outpatient counseling and psychiatry, emergency psychiatric services, case management, addiction treatment, and specialty services like housing, employment, medical services, criminal justice diversion programs, homeless outreach, crisis intervention, and other supportive services.



Comprehensive Behavioral Healthcare

REALIZED SAVINGS		
	Electric	\$ 7,853
	Natural Gas	\$15,126
	Telecom	\$ 7,300
	Lighting Upgrades	\$32,100
	Office Supplies	\$ 5,000
	BWC rebate	\$ 1,800

This initiative fits perfectly with the spirit of collaboration proposed by Summit County Executive, Russ Pry, and embodies the principles of accountability and accessibility guiding healthcare reform. As part of the efforts of Prism Health, there have been significant efforts to find savings for the member agencies. In 2011, Community Support Services saved nearly \$70,000.00

## STAFF AND AGENCY HIGHLIGHTS

**FIRST Program** – a collaborative effort among Child Guidance & Family Solutions, Community Support Services, and the BeST Center: **Mental Health America Program Award**

Recovery Specialists and Community Support Services – Ohio Empowerment Coalition, **Mental Health Provider Organization of the Year**

Rudy Christian, Site Supervisor, John F. Seiberling Federal Building and Colleagues – **GSA/NISH Partners in Service Excellence Award Program, Honorable Mention**

**Kimberly Meals**, Director of Quality, Education, and Marketing – Selected through a competitive process to participate in the National Council for Community Behavioral Healthcare's inaugural **Addressing Health Disparities Leadership Program**

**Kim Shontz**, Director of Outpatient Services – **Professional of the Year**, NAMI Summit County

### Hill Day 2011 – National Council of Community Behavioral Healthcare

Hill Day 2011 marked the first year of the agency's participation in the annual event to bring awareness to our congressional leaders about the needs of persons with severe and persistent mental illness and substance use disorders. Additionally, more than 100 letters written by clients, family, staff members, and the Board of Directors were presented to our Senators and House of Representatives Members. Community Support Services was also part of the delegation presenting an award from the National Council to Sherrod Brown for his ongoing support of mental health and substance use treatment.



*The Ohio delegation presenting the Legislator of the Year award to Sherrod Brown*



*Kimberly Meals telling Senator Sherrod Brown about the valuable services provided by Community Support Services*

### United Way Day of Action

In June 2011, a dedicated group of the agency's management team spent the day at Tarry House / Respite and Tarry House Apartments as part of the United Way's annual Day of Action. In the hot afternoon sun, the volunteers painted, pulled weeds, trimmed bushes and mulched the flower beds.



# Opportunities & Challenges: *Growth for the Future*

*Community Support Services is thrilled to offer this glimpse of projects in progress as the agency continues its efforts to respond to community needs.*

## **Community Support Services = Health Home for Persons with Severe and Persistent Mental Illnesses**

In 2012, the Ohio Department of Mental Health announced the implementation of Health Homes in Ohio. A Health Home is not a facility or a building, but rather is a healthcare delivery approach focused on providing treatment based on the whole person integrating primary and behavioral healthcare. Community Support Services is excited about the opportunity to strengthen its approach to service delivery by establishing itself as the central point to coordinate an array of primary and acute physical health services with an emphasis on prevention and wellness promotion. Community Support Services is targeting April 2013 for implementation of the Health Home concept in Summit County, Ohio.

## **Commons @ Madeline Park**

Housing remains a significant challenge for persons with severe and persistent mental illnesses. In an effort to provide additional housing options in the community, Community Support Services is in support of a project with Testa Builders to construct a 60-unit complex in north Akron. In addition to housing, other supportive services will be available to the tenants.

## **Veterans Homeless Outreach Center - Construction has begun!**

Community Support Services, in partnership with the Veterans Administration, is excited about the opportunity to provide a Veterans Homeless Outreach Center. The renovation of the facility has begun. When completed, the site will serve homeless veterans and will also provide an opportunity for Community Support Services to expand its services.



## **FACT = Forensic Assertive Community Treatment Team**

For many years, Community Support Services has had several Assertive Community Treatment teams to provide services to persons with severe and persistent mental illnesses who require greater support to live successfully in the community. With the support of the Summit County Alcohol, Drug Addiction, and Mental Health Services Board (ADM Board), Community Support Services will be implementing an additional ACT team with a special emphasis on individuals who have frequent legal involvement.

This team will work in collaboration with the Akron Municipal Court to identify persons appropriate to receive intensive based case management services with frequent contact with a probation officer. It is anticipated this team will begin in October 2012.

# FINANCIALS

## Our Growth in Numbers

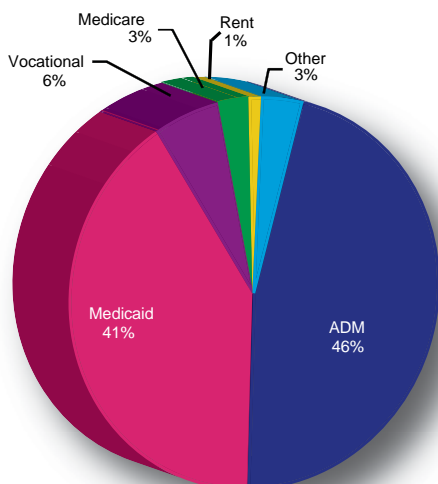
### Assets

	2011	2010
Cash and Cash equivalents .....	\$2,422,051	\$1,494,779
Accounts Receivable - net .....	2,690,771	3,314,881
Prepaid Expenses .....	202,210	282,524
Property & Equipment - net .....	2,748,032	1,741,753
Other Assets .....	92,177	70,083
<b>Total Assets</b> .....	<b>\$8,155,241</b>	<b>\$6,904,020</b>

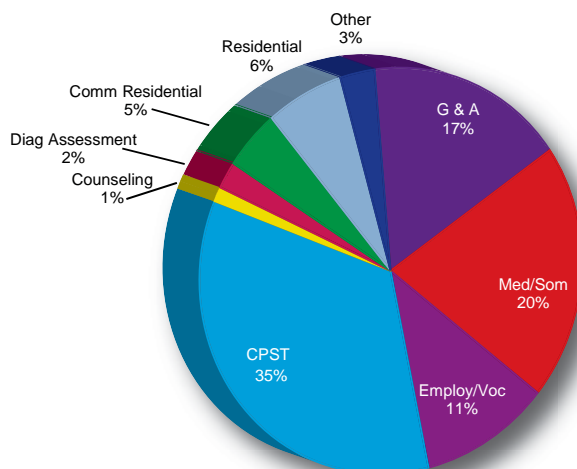
### Liabilities

Accounts Payable .....	502,159	368,213
Accrued Liabilities .....	1,576,350	1,510,249
Mortgage Payable .....	840,000	-
Provision for Medicaid/ADM Paybacks .....	1,437,195	1,383,195
<b>Total Liabilities</b> .....	<b>\$4,355,704</b>	<b>\$3,261,657</b>
<b>Net Assets</b> .....	<b>3,799,537</b>	<b>3,642,363</b>
<b>Total Liabilities and Net Assets</b> .....	<b>\$8,155,241</b>	<b>\$6,904,020</b>

**2011 Revenue**  
**\$17,093,369**



**2011 Expenses**  
**\$16,936,195**



# DONATIONS

*Thank You*

## January to December 2011 Donations

ADM Board Employees	Judy James	Eileen Schwartz
Agnes Andrasak	Cindy Johnson	Frank Sepetauc
Effie Bates	Joyce Johnston	Valerie Sherman
Deborah Betts Moore-Roberson	Janice Jones	Kim Shontz
Bober Markey Fedorovich	Joyce Kane	Danielle Sims
Employees	James Karpawich	Lee Snyder
Mary Brackle	Sheila Kerns	Keith Stahl
William Breitenbach	Keith E. Kleve	Bill Stapiro
Eric Brown	John Koenig	Mildred Stern
Jim Bournival	Joan Leff	Support Hotline Volunteers
Kay Bowman	Jeff Landis	Janet Swartzel
Janine Casey	Scott & Susan Lines	Target
Stacie Coffman	Michael McGlinchy	Brenda Taylor
Carol Coleman	Kimberly Meals	Norma Thoman
Ray Coleman	Yvonne Miller	Wilma Thomas
Denise Cunningham	Marlene Miller	Wanda Trout
Cutler Real Estate	Penny Moore	Angela Tucker Cooper
Terry Dalton	David Morris	Doug Wagner
Teri Davis	NAMI Summit County	Westfield Bank
David DiSalvo	NEOMED Students	Ed Wickline
Crystal Dunivant	Linda Omobien	Todd Wilke
Carol Eddy	Lisa Oswald	Caroline Williams
Janet Edwards	Gregory Peterson	Rick & Jo Ann Young
First Congregational Church	Mary Phillips	
Suzanne Frohme	Heather Queen-Williams	
Michael Gaffney	Mr. & Mrs Runic	
Jon Garey	Beverly Saunders	
Anna Giangiotta	Martha Schaal	
Marianne Goldyn		
Art Greenberg		
Lisa Greenfelder		
Michael Greenfelder		
Tahmina Elahi		
Kimberly Hartmann		
Robert Hermanowski		
KC Hiremath		
Lorinda Irby		



**Your support of Community Support Services is greatly appreciated!**

Community Support Services apologizes for any omission of donations received between 1/1/2011 and 12/31/11



# In Memory of...

## *Thank You*

### **In Memoriam of Derek Dodd**

Mr. & Mrs. Bhagwam B. Advani Ttee,  
Advani Fmly Rev Liv Trust  
Mr. & Mrs. Richard Blocker  
Mr. & Mrs. Donald Cea  
Ms. Carol Ann Dodd  
Drummond Island Friends  
Ms. Susan Hamo, Akron/Summit  
Convention & Visitors Bureau, Inc.  
Mr. & Mrs. Michael Hancock  
Ms. Judith Pyle  
Mr. Joseph Schreiber, Akron-Canton  
Stage Employees Local 48  
Mr. & Mrs. Joseph Vercamen  
Vince Whalen, Wadsworth Family  
Physical Therapy Employees  
Mr. & Mrs. Charles Wolfe Sr.

### **In Memoriam of Patricia Galon, PhD.**

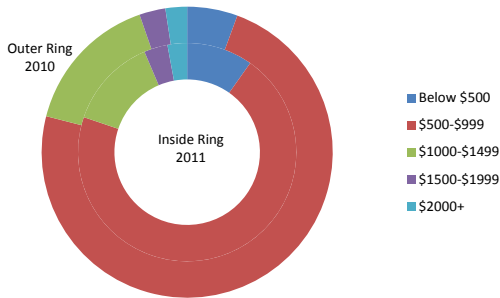
BNP Paribas Energy Trading GP  
Mr. & Mrs. Edward Bradac  
Mr. & Mrs. Michael Bullock  
Danny & Barb Clark  
Mollie Costigan  
Dr. Mark Munetz  
Mr. Chrisovalantis Paxos  
Julie Roberts  
Mr. & Mrs. Robert Thoman





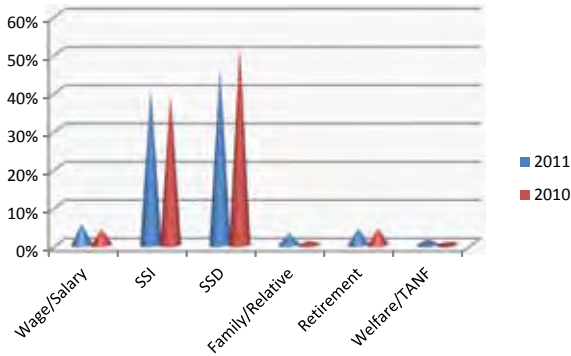
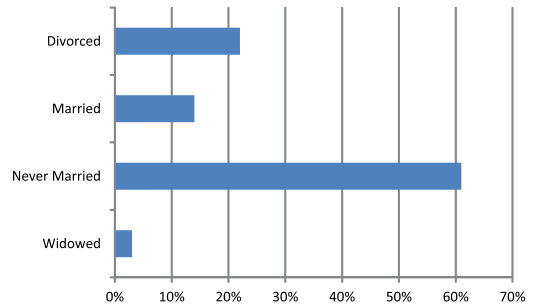
# CLIENT STATISTICS

## By the Numbers



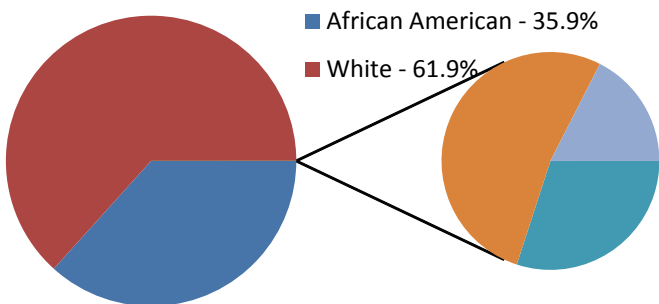
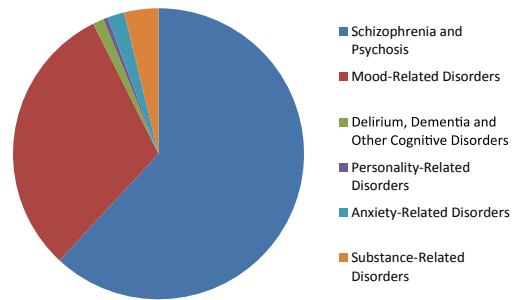
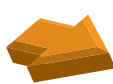
Client monthly household income for 2010 and 2011

Marital Status of Clients in 2011

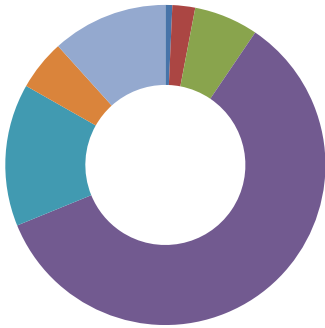


Client income source for 2010 and 2011

Primary Mental Health Diagnosis for Agency Caseload, 2011



Client Ethnicity 2011

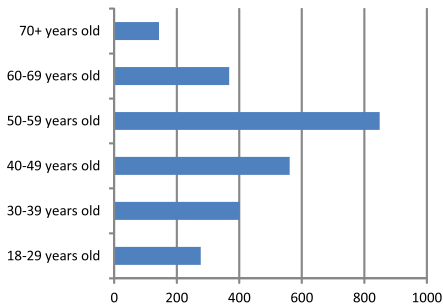
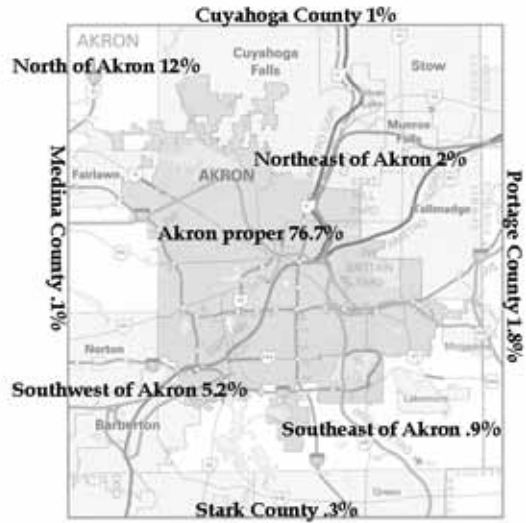


- Correctional Fac
- Homelessness
- Nursing Home
- Own Home / Apt
- Lives with Friends/Family
- Group Home
- Other/No Data



### Client Living Arrangements 2011

### Where Do Clients Live? in 2011



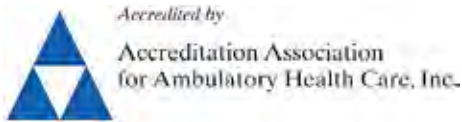
### Number of Clients by Age Range; 2600 clients in 2011

Male = 52.7%  
Female = 47.3%

### Client Education Level, 2011



- Post-Baccalaureate Graduate + - .8%
- Associate/Bachelor - 6.8%
- Some College/Trade School - 15.8%
- HS Diploma/GED - 42.6%
- Some HS or Less - 34%



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

**Certified by The Ohio Department of Mental Health**



community  
**SUPPORT**  
services  
[www.cssbh.org](http://www.cssbh.org)

150 Cross Street, Akron OH 44311 ■ 330-253-9388