

Integrating Behavioral Health and Primary Care Services

Throughout the decades of public mental health services, people living with severe and persistent mental illnesses (SMI) were principally served by state mental hospitals. These individuals were provided with health, dental, and vision services as well as mental health services. As individuals began to be discharged from the State psychiatric facilities and found housing in the community, the needed mental health services were provided by Community Mental Health Centers.

When persons with severe mental illnesses are able to access healthcare, their medical conditions are often missed, their healthcare concerns may not be taken seriously, or they may be treated inappropriately. Research has demonstrated that persons with SMI have high levels of medical co-morbidity. More recently, research has described a relationship between some second generation antipsychotic medications and increased risk for diabetes, obesity and high cholesterol. Individuals with severe and persistent mental illnesses have smoking rates approximately three times that of the general population; they use alcohol and drugs at a considerably higher rate than the general population; diet and nutrition tend to be poor. The long quoted estimate that persons with serious and persistent mental illnesses may have a life span shortened by 10-15 years is now being revised to as much as a 25 year decrease in life span.

Geographically, in most settings, mental health and primary health care are separate. Primary care clinics and private physician practices are often difficult for clients to navigate and are often unwelcoming to people with serious psychiatric disabilities. Primary care physicians are not generally prepared in their training to work with adults with severe and persistent mental illnesses.

Having read everything above, one could become depressed over the quality of life prospects for clients with severe and persistent mental illnesses. With this evidence becoming more and more pronounced and the efforts to attempt to connect clients with primary care physicians being less than what one could claim as successful, Community Support Services, Inc., in partnership with the Summit County Alcohol, Drug Addiction and Mental Health Services Board, has begun discussions with the North Eastern Ohio University College of Medicine and Pharmacy to implement a primary health care clinic and full service pharmacy within the CSS main campus.

The goals of this clinic would be to:

- provide enhanced primary health care services to clients of CSS
- provide training to family practice and other primary care residents and pharmacy students to enhance their understanding and appreciation of serious mental disorders
- develop an integrated care model that can be replicated by other communities in Ohio

CSS and the ADM Board have begun partnering with a number of interested parties in making this a reality. We hope that this endeavor can become a reality in 2007!

Welcome To Don Davies, ADM Executive Director

We extend a hearty welcome to Donald C. Davies, the new Executive Director of the Alcohol, Drug Addiction & Mental Health Services Board (ADM). Don holds a bachelor's in Business Administration and a master's in Community Counseling, both from Kent State University. Don comes, most recently, from Cleveland where he was the Executive Director of Rosary Hall at St. Vincent Charity Hospital

The County of Summit, Alcohol, Drug Addiction and Mental Health Services Board provides quality behavioral health care for Summit County families. The ADM Board is committed to improving the well being of our community by reducing the incidence and severity of mental illness and addiction. Community Support Services, Inc. is one of the over twenty agencies under the umbrella of the ADM Board.





Terry Dalton, CEO

From the desk of the CEO

In an effort to keep our readers informed as to the events that are occurring at CSS, I have decided to write a regular column for Inside CSS.

Continuing the theme of change that was quite prevalent last year, CSS continues to transform how services are being provided to individuals and family members who are living with severe and persistent mental illnesses.

For many years, CSS has provided services to our clients based on specialized teams. Although this approach has been successful, it hasn't been the most efficient and economical from a business perspective. With very little in the way of new revenue streams to pay for the needed services, CSS will be abandoning, for the most part, the specialized teams and implementing teams from a geographic approach. Summit County will be divided into two regions. Within each region there will be smaller clinical teams that will be comprised of Community Rehabilitation Specialists (case managers) who will have expertise in gerontology, substance abuse, general psychiatric concerns, etc.

In addition to the staff's specialization, they will also be generalists who will be able to provide services to those clients who do not have a specialized need. This new configuration of teams will be a work in progress and will take much of 2007 to accomplish.

Along with a geographic assignment of clients, CSS continues to change our model of delivering services from a strictly clinical model to that of a Recovery model. With the ever increasing advancements of new medications and service delivery approaches, clients have brighter prospects in living a quality of life that we all take for granted. Key to a Recovery approach is making sure clients have hope and feel a sense of empowerment in determining their own treatment outcomes. It is no longer acceptable to say "This is what you need to do because I'm the clinician," but, rather, it is more of the approach "What can we do together to ensure you can be all you want to be?" This is a dramatic shift for many staff, clients, and family members.

To assist in this transformation, CSS will be developing a "consumer newsletter" called "Recovery Connection" that will be published three times per year. This newsletter will identify resources that clients can take advantage of, recovery groups provided at CSS, articles written by consumers, information from advocacy groups within Summit County and throughout the State of Ohio. It is our hope that this newsletter will be one more tool to enable our clients to take control of their own life and destiny. Readers of the "Inside CSS" newsletter who would like to receive the "Recovery Connection" newsletter should send an email to Recovery@cssbh.org.

Another exciting adventure that CSS is exploring this year is the creation of a primary health clinic and a full service pharmacy at our main location. I refer you to our feature article within this newsletter related to this subject matter.

While CSS tackles all of these changes during 2007, we will also be working with the ADM Board to ensure a successful levy campaign. With no real increases in financial support from the federal or state governments for several years, vital services to residents of Summit County are at risk of being eliminated or reduced.

The public mental health system that is funded by the ADM Board and the Summit County taxpayers, provides services to over 50,000 residents of Summit County who are experiencing mental health and/or substance abuse problems. You will hear more about the levy campaign as the year progresses, but I would like to ask all of our readers to begin to educate their friends and neighbors on the importance of supporting the levy and to encourage their friends and neighbors to vote for the levy when it is time.

Although the State of Ohio recently passed a parity bill that will provide better coverage for mental health and substance abuse treatment for those citizens with insurance, many of the 50,000 recipients of services provided by agencies funded by the Summit County ADM Board will not benefit from this new law. These residents are dependent on the support of the ADM levy.

As CSS strives to be receptive to the needs of the clients we serve, their family members, and the community at large, I would welcome all of you to contact me with concerns, questions, suggestions, etc. You may reach me by email at daltont@cssbh.org, or you may call me at 330-253-9388.

Highlighting a Member of the CSS Board of Directors

Jim Merklin has been a member of the CSS Board of Directors since 2001. He has served as a member of the Finance, Audit and Executive Committees. He currently serves as Vice President of the CSS Board of Directors.



Jim is a CPA and partner in the firm of Bober, Markey, Fedorovich & Company. His experience is focused on serving middle market and high growth clients in a variety of industries. In addition to serving on the Board of Directors of CSS, Jim is involved in many other community boards, including holding the office of Board Chairman of Goodwill Industries of Akron.

Jim lives in Copley with his wife Julie and their children Naomi and Joey and their two dogs, Emma and Charlie.

Items of Interest

NAMI of Summit County will be moving into their new space at Community Support Services the end of March. They will be holding their weekly support meetings as well as their Board Meetings at their new location.



Celebration Recovery will be held on Saturday, September 8, 2007 at CSS. This is the 5th Anniversary of Celebration Recovery in Summit County!! It will be held again at CSS. The entire community is invited to come and help celebrate the great accomplishments of so many of the citizens of Summit County who are living with mental illnesses.

If you would prefer to receive your copy of
Inside CSS via e-mail,
please notify us at walleben@cssbh.org.

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Support the ADM Levy in November, 2007

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.*

Speaker's Bureau

Community Support Services' mission is to provide comprehensive, high quality, cost effective treatment, rehabilitation, advocacy and support for individuals with severe mental illnesses. One of the ways we meet the needs of our clients and the community is by making mental health professionals available to your club or organization through our free Speaker's Bureau. If you would like to know more about mental health issues, call 330-996-9141, ext. 167 to request a speaker.

A wide range of topics is available. Listed below are some of the commonly requested presentations dealing with mental health. You may also request other mental health topics that may be of interest to your group.

- *All About CSS* • *Forensic Services*
- *Geriatric Services* • *Homeless Outreach*
- *Housing Opportunities* • *Mental Health in Ohio*
- *Schizophrenia* • *Substance Abuse and Mental Illness*
- *Understanding Mental Illness*
- *Vocational Services for Individuals with Mental Illnesses*