

My friend has a mental illness, what can I do? -Part II

In the summer edition of Inside Community Support Services, we introduced basic information about mental illness and the prevalence amongst 18-25 year olds. In this edition, we will debunk some myths about mental illnesses.

Myth: There is no hope for people with mental illnesses.

Fact: There are more treatments, strategies, and community support systems than ever before with more on the horizon. People with mental illnesses lead active and productive lives.

Myth: I can't do anything for a person with a mental illness.

Fact: There is a lot you can do – beginning with how you act and speak. You can create an environment that builds on the strengths of others and promotes understanding.

- Avoid labeling people with words like “crazy,” “wacko,” or “loony.”
- Use person-first language rather than defining someone by his or her diagnosis. It helps reduce stigma. Use person with schizophrenia rather than “schizophrenic.”
- Learn and share facts about mental health.
- Treat individuals with mental illnesses respectfully and with dignity as you would some one without mental illness.
- Respect the rights of individuals with mental illness.

Myth: People with mental illnesses are violent and unpredictable.

Fact: Actually, the vast majority of persons with mental health concerns are no more likely to be violent than those without mental health needs. In fact, persons living with mental illness are more likely to be victims of crime rather than perpetrators.

Myth: Mental illnesses do not affect me.

Fact: Mental illnesses are surprisingly common. In fact, mental illness affect nearly all families in America. Mental illnesses do not discriminate – they can affect anyone.

Myth: Mental illness is the same as mental retardation.

Fact: Mental illness and mental retardation are not the same disorder. Mental retardation is characterized by limitations in intellectual functioning and difficulties with certain daily living skills. In contrast, people with mental illnesses – health conditions that cause changes in a person's thinking, mood, and behavior – have varied intellectual functioning, just like the general population.

Myth: Once someone develops a mental illness, it is not possible to recover.

Fact: Studies consistently show that most persons with mental illnesses do improve. Recovery refers to the process in which people are able to live, work, learn and participate fully in their communities. Hope remains an integral part of the recovery process.

Commission on Accreditation of Rehabilitation Facilities

Community Support Services has been accredited for a period of three years for the following services:

- Case Management/Service Coordination
- Community Housing
- Criminal Justice
- Crisis Intervention
- Outpatient Treatment
- Integrated Care (Primary and Behavioral Healthcare)
- Supportive Living
- Community Employment
- Vocational Evaluation
- Employee Development
- Employment Services Coordination



The latest accreditation is the second consecutive Three-Year Accreditation that CARF, an international accrediting body, has awarded to Community Support Services.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and demonstrates the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that the programs and services offered are of the highest quality, measurable, and accountable.

Community Support Services salutes the dedication of its talented staff committed to providing high quality comprehensive behavioral health services to persons living with severe mental illnesses in our community.

NAMI Walks

On a brisk October morning, more than 40 persons from the Community Support Services team participated in the NAMI WALKS event to benefit NAMI of Summit County. Community Support Services raised more than \$6300.00 to support the mission of NAMI. Community Support Services proudly accepted the trophy this year for the organization raising the most money! The "Hustle Award" was also given to Jim Merklin, Chairperson of the Community Support Services Board for his diligence in raising funds!



The Community Support Services NAMI WALKS Team

Community Support Services is appreciative of the continued support NAMI of Summit County provides to persons living in our community with severe mental illness and their family members.

We Hope You join us Next Year for NAMI-WALKS 2010!

Pathways Grant Renewed

Pathways, a grant agreement with the Ohio Rehabilitation Services Commission (ORSC) and the County of Summit ADM Board, provides vocational rehabilitation services to:

- ◆ *Adults with severe and persistent mental health disabilities*
- ◆ *Children with mental health disorders transitioning into adulthood*
- ◆ *Veterans diagnosed with mental health disorders and/or Traumatic Brain Injury*

Community Support Services is the designated provider of Pathways services for these individuals. In collaboration with our local Bureau of Vocational Rehabilitation office (BVR), individuals referred for Vocational Rehabilitation services are able to access services more rapidly and have additional, on-going supports in place utilizing supported employment. Pathways counselors are located at Community Support Services thereby resulting in close co-ordination, communication, and integration with treatment providers for individuals receiving services through the Summit County mental health system. Engagement into, and provision of, vocational rehabilitation services through Pathways results in increased employment success for mental health consumers.

Goodwill Industries of Akron partnered with Community Support Services to provide one Pathways counselor as part of this agreement at the Goodwill site, and serves individuals with all other disabilities.

County of Summit ADM Pathways recently completed the first year of this vocational rehabilitation agreement and was again awarded a Pathways grant agreement from ORSC for a second year, beginning with October 2009 (Fiscal Year 2010).

During the first year, County of Summit ADM Pathways ranked second of fourteen Pathways projects in the State of Ohio. This ranking is based on the number of successful rehabilitations, or employment for at least ninety days, of consumers served by the Pathways project. Also of note, County of Summit ADM Pathways was first among the Pathways projects serving mental health consumers.

This accomplishment highlights the quality and dedication of our Pathways counselors and supervisor, while also emphasizing the need and importance of providing vocational rehabilitation services to mental health consumers in an integrated setting, utilizing staff with the skills and expertise needed to achieve successful employment outcomes for those consumers.

Donations to Community Support Services

Please consider a year-end tax deductible donation

to Community Support Services!

Your financial support enables Community Support Services to continue to provide persons with severe and persistent mental illnesses in our communities with cutting edge comprehensive treatment.



An envelope is enclosed for your donation.

SAMI PACT- Innovative Programming

The Substance Abusing Mental Illness Program of Assertive Community Treatment (ACT) team, SAMI PACT, utilizes an Integrated Dual Diagnosis Treatment model, (IDDT). IDDT is an evidenced based model of treatment for consumers who suffer from severe and persistent mental illness and severe substance dependence/abuse.

Since the inception of the team, Dr. Sharon Massau has been the psychiatrist of the SAMI PACT program. She believes in the philosophy of IDDT and ACT and works closely with consumers regardless of their level of engagement in services or motivation to change. She often meets consumers off schedule and is always available when consumers are in crisis.

The SAMI PACT team is diverse on many levels. Each member brings an area of specialty such as substance abuse counseling; diabetic education and nursing, self- help knowledge, criminal justice, developmental disabilities, sexuality, crisis intervention, and group counseling and motivational interviewing skills. The team is also diverse with regards to race, gender, formal education, life experiences, and religious and cultural beliefs. The SAMI PACT team is an excellent example of team work. Their dedication and flexibility allow them to provide high quality services while consistently exceeding agency productivity standards. Community Support Services recognizes the ongoing dedication of the SAMI PACT team members in an effort to provide opportunities for recovery from mental illness and substance use disorders.



One example of the innovative ideas of the SAMI PACT program is the SAMI Choir. During the upcoming holiday season, several SAMI PACT participants will be caroling at local nursing homes to bring holiday cheer to residents. Here, three of the SAMI PACT Choir members are rehearsing!

Integrated Primary Care Clinic Celebrates One Year

The Margaret Clark Morgan Integrated Primary Care Clinic and Klein's Pharmacy celebrated one year of operation by holding a health fair on November 12, 2009. Several hundred clients participated in receiving health screens and other preventative/diagnostic assessments. Since the clinic's inception over 300 clients have received primary care services.

During the past several months, Community Support Services welcomed Kathleen Scott as our new nurse practitioner. Kathleen comes to the agency with a great deal of experience. Kathleen previously worked for the Cleveland Clinic at an outpatient program on the east side of Cleveland. She joined the faculty at the University of Akron, College of Nursing in late 2007. In addition to being a faculty member, Kathleen also works at the University's free clinic and provides services at ACCESS, a local women's shelter.



Kathleen Scott listens to a patient of the Primary Care Clinic.

Community Support Services is pleased to announce an affiliation with Internal Medicine Specialists of Cuyahoga Falls and Fairlawn. Dr. Kendrick Bashor has joined the Margaret Clark Morgan Integrated Care Clinic. Dr. Bashor has been practicing medicine for twenty years in family medicine. He attended college in Pennsylvania and medical school at the University of Arkansas. Dr. Bashor is married and has three children. Dr. Bashor enjoys travel, sports, and music. Dr. Bashor is looking forward to having a positive impact on the health of our clients and is committed to the philosophy of recovery and integrated care.

National Collaborative Project for Primary Care

Community Support Services has been selected as one of five sites to participate in a collaborative effort through the National Council for Community Behavioral Healthcare. Using a Learning Collaborative Model, the initiative will look to set goals and to learn from the other programs as organizations strive to strengthen the collaboration between primary care and behavioral healthcare providers to increase the life expectancy for individuals with serious mental illness.

The members of the Community Support Services team are Dr. Robert Hermanowski (Medical Director), Kimberly Shontz (Director of Outpatient Services), Cindy Johnson (Nursing Supervisor), and Kathleen Scott (Primary Care Nurse Practitioner.) This is an exciting opportunity for Community Support Services to participate in a national project aimed at improving the quality of services provided to persons served by the Primary Care Clinic at Community Support Services.

Holiday Blues and Persons who are Elderly or Disabled

The holiday season is supposed to be a season of happiness and joy; time spent with family and friends. It is a wonderful picture, but for many individuals who are elderly or disabled it is a far cry from reality. For many, feelings of sadness, loneliness and isolation are their holiday companions.

There are many factors contributing to these feelings of sadness. Many individuals who are elderly or disabled are single, widowed, have lost close friends as they age, are separated from family and may be suffering from ill health.

Some strategies that individuals can use to help with the holiday blues are listed below. Using these suggestions may help with preventing or lessening those feelings of sadness.

- ◆ Don't isolate yourself. If you can't be with family, invite close friends over to share the holidays.
- ◆ Volunteer your time. Many churches or civic groups would be glad of your help. Helping others is a great way to forget your own troubles.
- ◆ Try to avoid alcohol. Many seniors develop alcohol dependence after retirement or the loss of a loved one.
- ◆ Watch your finances. Most seniors are on a fixed income. Set a budget for gift giving and stick to it. Overspending will cause worry over bills after the holidays are over.
- ◆ Don't deny or try to hide your feelings of sadness. Being able to share your feelings with someone can help.
- ◆ To help cope with post holiday letdown, spend some time organizing and mounting photographs taken during the holiday. Take time to relive the fun and friendship.



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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

A wide range of mental health related presentations are available. Agency staff are available to clubs and organizations through our free Speakers Bureau. If you would like to know more about available programs or arrange for a speaker, please call 330.996.9141 ext. 169 to request a speaker.



Community Support Services, Inc. is a contract agency of the County of Summit Alcohol, Drug Addiction and Mental Health Services Board



Community Support Services, Inc. is a member of the Better Business Bureau



Community Support Services, Inc. facilities and programs are accredited by the Commission on Accreditation of Rehabilitation Facilities

Certified by Ohio Department of Mental Health