



150 Cross St., Akron, Ohio 44311

ADM BOARD Alcohol, Drug Addiction & Mental Health Services Board

ccrf Accredited by the Commission on Accreditation of Rehabilitation Facilities

Non-Profit Organization
U.S. POSTAGE PAID
Permit No. 46
Akron, Ohio

RECOVERY CONNECTION

Produced by Community Support Services, Inc.

Spring 2007

Please Support the ADM Levy on November 6, 2007

WELCOME

Welcome to the premiere issue of the *Recovery Connection* newsletter. This newsletter will be published approximately three times per year. The intended primary audience is individuals who receive services from Community Support Services, Inc. although we are mailing this premier edition to our regular mailing list as well.

For the past several years, Community Support Services has been moving to a model of service delivery that is Recovery focused compared to a previous model that was a very clinician driven way of doing business.



Although clients receiving services from CSS have been diagnosed with severe and persistent mental illnesses, that doesn't mean that their lives need to be one of despair and hopelessness. Recovery from mental illnesses can be just as positive as recovery from physical illnesses. Clients need to have a sense of hope and empowerment.

Recovery Connection will provide you, the reader, with information about Recovery, current services available at CSS, activities occurring at Choices Social Center and a variety of other informational articles to enable you to take control of your own Recovery and live a better life. Clients are encouraged to submit poems, short articles, etc., to be considered for inclusion within the newsletter.

CSS really wishes to make this your newsletter by providing you with useful information as you navigate the service delivery system within Summit County. Your input as to what items you would like us to include is definitely welcome. Please forward your items and/or suggestions via e-mail to Recovery@cssbh.org or mail them to *Recovery Connection*, Community Support Services, Inc., 150 Cross Street, Akron OH 44311. If you are on the regular CSS mailing list and would like to continue to receive *Recovery Connection*, please e-mail us at the above address or mail us at our main address as listed above.

Please enjoy this first copy of *Recovery Connection*. We hope the addition of this newsletter is just one more tool to aid you in your road to Recovery!

Terry Dalton
Chief Executive Officer

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.*

SAVE THE DATE

Celebration Recovery – Saturday, September 8, 2007 held at Community Support Services, Inc., 150 Cross Street. This 5th Annual Celebration is open to the community. It celebrates the recovery and progress of individuals who struggle with mental illnesses. There are many activities during the day: speakers, talent show, music, crafts and games, arts/crafts show and exhibit displays and FOOD!!

Greater Akron NAMI Walks for the Mind of America – to be held at Munroe Falls Metro Park on Saturday, October 6, 2007. This 3rd Annual charity walk will raise funds and awareness about mental illness. For details, call 330-940-3095.

Choices

A COMMUNITY SOCIAL CENTER

Choices, a Community Social Center, located at 320 E. South Street in Akron across from the Greyhound Bus Station on the corner of South and Grant Streets, is a center run by consumers for consumers. The mission is to provide a social, recreational, educational, resource, empowerment and recovery center for adults receiving mental health services in Summit County. The telephone number is 330-762-8151.



Who is qualified to join Choices? Any adult receiving treatment in Summit County for a diagnosed serious, persistent mental illness.

What is offered? Choices offers exactly that – *choices*. Some members come just for the fun, socialization and free meals. Some come for the classes, groups, activities, and the numerous outings (the outings are either free or offered 1/2 price for members). Some members take advantage of the opportunities for learning, advocacy, job skills and jobs. Some come in to work on their recovery and a positive community involvement as well as for the peer support and the opportunity to socialize/work with other persons who understand. Most members come in for some of all of the above. It's their choice!

What are some of the specifics? Choices offers a free shuttle service from downtown Akron. There is usually one free meal a day also with a nice selection of snacks and items to be purchased at cost from the kitchen. Free birthday parties, ice cream socials, picnics, pizza and movie days, parties and dinners are available. Choices has cooking, computer (with internet access), art and craft classes. There are free arcade and video games, pool, ping pong, and air hockey. There is an outside basketball hoop and just about any kind of card/game tournament you can think of. There is bingo once a week and everyone who plays wins two prizes or two bingo bucks. Bingo bucks may be used to purchase food/drinks at Choices or may be used as cash toward paying for a Choices led outing in the community. You will find a large screen TV purchased for Choices by the National Alliance on Mental Illness (NAMI) of Summit County, with a huge selection of movies.

Is there a calendar of activities? Yes, be sure to check out Choices' website: www.geocities.com/choicesakr@sbcglobal.net There are activities such as WRAP (Wellness Recovery Action Plan), a Job Search Tools Class with Project Learn, a sign language class, craft classes, AA meetings, and many others.

Please check the website and/or call 330-762-8151 for up to date information on membership and activities!!

WHAT IS RECOVERY?

Quoting Patricia E. Deegan, Ph.D., "Recovery is not the same thing as being cured. Recovery is a process not an endpoint or destination. Recovery is an attitude, a way of approaching the day and facing the challenges. Being in Recovery means recognizing limitations in order to see the limitless possibilities that exist. Recovery means being in control. Recovery is the urge, the wrestle, and the revitalization. Recovery is not a linear process marked by successive accomplishments. The Recovery process is more accurately described as a series of small beginnings and very small steps. Professionals cannot manufacture the spirit of Recovery and give it to consumers. Recovery cannot be forced or willed. However, environments can be created in which the Recovery process can be nurtured like a tender and precious seedling. To Recover, persons with psychiatric illnesses must be willing to try and fail and try again."

In an effort to accomplish this goal, CSS has adopted the following Recovery definition:

Recovery is the continuous process of empowering an individual so he/she may live a satisfying and contributing life. It is a shared responsibility among the individual, the treatment staff, family, friends and the community to:

- ❖ Discover or rediscover strengths and abilities
- ❖ Pursue personal goals
- ❖ Develop a sense of self-identity that allows a person to grow beyond his or her diagnosis

With this definition in mind, CSS has made a commitment to incorporate the following core elements within the services we provide:

- ❖ Our approach is client-centered
- ❖ Our programs are strength-based
- ❖ We approach treatment from a holistic approach
- ❖ Our services are culturally appropriate
- ❖ We use a collaborative partnership
- ❖ We use education as an empowerment tool
- ❖ We see Hope as an integral part of the total Recovery process

JOBS?

Are you interested in working? Maybe you are thinking about looking for a job now that Spring is here? Clean Sweep Custodial Services is an option to consider. Clean Sweep is a work program under Vocational/Employment Services at CSS which contracts to provide custodial services to buildings such as the Ocasek Building in downtown Akron. It is often used as a stepping stone to finding a competitive job in the community. While working for Clean Sweep, Vocational/Employment staff can provide you with information and services, along with a referral to the Bureau of Vocational Rehabilitation, in order to assist you with finding appropriate work opportunities.

Even if custodial work is not your ultimate goal, working at Clean Sweep allows you to build a work history, strengthen appropriate work behaviors, and of course, earn a paycheck while you are developing a work goal and plan that fits your strengths, needs, abilities and preferences.

If you are interested in working at Clean Sweep, please discuss it with your CRS who can then refer you by calling extension 415 at CSS.

INTENSIVE TREATMENT SERVICES

Intensive Treatment Services (ITS) is designed to provide support and pathways for consumers to achieve and maintain Recovery. ITS offers a morning program which is available five days a week from 9:00 a.m. until 12:15 p.m. and afternoon groups which meet one day a week.

When consumers are in need of in-depth support and structure, participation in morning programming can be beneficial. Groups are designed to meet the needs of consumers, depending on where they are in their Recovery. The Therapeutic Activities Program (TAPS) provides structure in a supportive environment to learn and practice skills needed to live as independently as possible in the community as well as utilizing recreation and socialization as a therapeutic tool. The Structured Therapeutic Empowerment Program (STEP) employs a variety of therapeutic activities to assist independent living skills. The focus of STEP is to empower participants to take an active role in their Recovery. The Recovery Program (CPST groups) empowers consumers in the Recovery process by emphasizing choice, promoting self-advocacy, and recognizing strengths. These groups also aid participants in establishing goals and developing strategies to overcome identified barriers in reaching those goals.

For consumers who may not need the intensity of a morning group, the afternoon ITS program offers a menu of one-hour weekly groups. These groups focus on participants learning new skills or enhancing existing abilities. Group topics, which change every three months, are based on the requests and needs of participants. Current groups include the following:

Community Living Skills	Monday at 2 p.m.
Coping with Depression	Tuesday at 1 p.m.
Wellness	Tuesday at 1 p.m.
Holistic Recovery	Tuesday at 2 p.m.
Anger Management	Thursday at 1 p.m.
Art of Recovery	Thursday at 2 p.m.
Leisure Time	Friday at 1 p.m.

To learn more about any of the groups offered by the ITS program, please contact Jan Jones (ext. 469) or Aretha Brown (ext. 221). The CSS telephone number is 330-253-9675.

We look forward to seeing you in group!!

CONSUMER EDUCATION OUTREACH CENTER

The Consumer Education Outreach Center (CEOC) is located adjacent to Community Support Services, Inc. at 150 Cross Street. It is a Library that contains books, videos, DVDs and brochures that deal with mental health issues. There are also computers with internet access. The CEOC is staffed and led by consumers. They are open Monday – Friday from 9 a.m. – 3 p.m. An Adult Recovery group meets every Tuesday from 2 – 3 p.m.

Please stop by or call 330-253-9388, ext. 316 for more information.

SCAT SERVICES

SCAT is an origin-to-destination service for Summit County residents age 62 or older, or residents of any age whose disabilities prevent the use of regular line service buses. The highest priority SCAT trips are “life-necessary” trips such as work, higher education institutions, nursing homes, or medical appointments. “Life-necessary” SCAT service is available throughout Summit



County Monday – Friday with specific area hours of operation and takes priority over “convenience” trips. SCAT “convenience” trips take eligible passengers to the grocery store, bank, laundromat, hairdresser, etc. within six miles of the passenger’s registered address. SCAT Passengers may also request transportation to a line service bus stop within that six-mile radius, in order to reach further destinations. A Customer Service Specialist can help you plan origin-to-destination trips.

SCAT Seniors, age 62 or older: call METRO Customer Service to pre-register by phone (330-762-0341) for the required ID number. SCAT transportation is available for the mandatory photo ID, to be taken at your earliest convenience. Applicants for SCAT Temporary services (passengers under age 62 and disabled) should call METRO Customer Services (330-762-0341) for an application form to be filed out and returned to METRO. If service is approved, applicants will be notified by letter and a photo ID appointment will be scheduled. SCAT transportation is available for that appointment.

EVERYTHING YOU ALWAYS WANTED TO KNOW BUT WERE AFRAID TO ASK

This column will be devoted to answering questions that clients may have and would like someone to respond to.

Why do I have to participate in developing a Treatment Plan? In the past I was just told what I needed to do and that was it. It takes so long to finish those plans.

Community Support Services is required to complete an Individualized Service Plan (ISP), also known as a Treatment Plan, for every client receiving services at the agency. This plan is an effort to identify goals that you would like to work on as part of your Recovery. CSS has always had an expectation that the client be involved in the development of this service plan. Some clients have been more involved than others; however, as we pursue Recovery as a philosophy within CSS, we will expect clients to take more and more responsibility in the development of what is written into these plans. After all, this is your plan, not the agency's. Through the service plan, CSS is attempting to support and assist you with reaching your own personal goals in living with a life-long illness. The ISP is your roadmap to a better quality of life.

In addition to this initial plan development process, the agency is required to update the plan at different time intervals dependent on what programs you are enrolled in. Some programs require the ISP to be updated every 90 days while other programs require an update every 6 months.

Why is my Community Rehabilitation Specialist (case manager) completing a written note about me every time I meet with her/him? Why am I being asked to sign this note?

The Community Rehabilitation Specialist (CRS) is required by our funding sources, by our accreditation officials, and as good clinical practice, to document every contact that she/he has with their clients. There are certain guidelines that each CRS must follow when writing this note. The CRS has always had to do this. As part of our decision to be more Recovery focused, we realized that you, the client, should know what was being written in this progress note. The clinical record is your medical file. This note is your report on the progress being made as well as any setbacks that may occur. Your signature is one more way of verifying that your CRS is ensuring that you are a part of the treatment process.

For additional answers to questions, please forward your questions via email to Recovery@cssbh.org, or mail them to Recovery Connection, Community Support Service, Inc., 150 Cross Street, Akron OH 44311.

OHIO'S NETWORK OF CARE

Ohio is one of 13 states that have implemented a statewide or local Network of Care for Behavioral Health. Through the Ohio Department of Mental Health's Transformation State Incentive Grant (TSIG), ADAMH/CMH Boards were granted funding for start-up and initial operations. Ohio's Network of Care web sites are being provided as a service to all citizens and provider organizations. Seventy-seven counties either have a Network of Care site or are working toward developing one. To access the web site, go to www.cssbehavioral.org and then click on the Network of Care icon.

The Network of Care for Behavioral/Mental Health is an online community resource developed by Trilogy Integrated Resources LLC. It uses Internet technologies to integrate a variety of information sources to create a one-stop consumer information/communication/advocacy web site. While it is geared toward consumers and families, it is also user-friendly for community-based agencies, local government entities and others. Users can publicly communicate with each other via message boards, privately communicate as a care-giving team, and/or directly and immediately communicate with policy makers regarding the development of needed policies and programs that impact them.

The focus of the Network of Care is to equip consumers and their families with access to comprehensive information, advocacy and other resources to empower them to make the best, most informed decisions possible regarding needed care in their lives. The focus is also to enable the service delivery community – public and private – to address the problems of fragmentation through the use of extremely effective tools in order to get the right service to the right person at the right time.



IMPORTANT TELEPHONE NUMBERS

ADM Crisis Center

Psychiatric Emergency Services (PES)
330-762-6110 24 hours

Choices Social Center

330-762-8151

Consumer Educational Outreach Center

330-253-9388, ext. 316

Summit County Adult Mental Health Admissions Department

330-253-3100; 1-800-828-4508 (toll free)

Community Support Services, Inc.

Case Management	330-253-9388
Vocational/Employment	330-253-9675
Homeless Outreach	330-762-4663
Northern Summit County	1-800-268-0014
Emergencies:	
After Hours On Call	330-571-5881

Support Hotline

330-434-9144; 1-888-434-8878 (toll free)
24 hours