

OUR PEOPLE

OUR PROGRAMS

OUR MISSION

Community
Health Center



ANNUAL REPORT 2013

LETTER TO THE COMMUNITY

2013 was a milestone year for Community Health Center. There were many accomplishments and events that marked this year, however maybe the most notable for us was the retirement of Ted Ziegler. After nearly 34 years as the chief executive officer, Ted bid farewell to CHC, an agency he built into one of the most comprehensive and innovative healthcare facilities in Northeast Ohio.

As the torch was passed to me in 2013, we have hit the ground running, preparing for such things as the change in the healthcare landscape due to the Affordable Care Act, space planning for future growth at the agency and revisiting some of our most longstanding programming to see how we can modernize to meet the needs of a new generation of addiction patients.

I am continually learning more and more about CHC and witnessing firsthand the great collaboration that happens within Summit County. There is no doubt the most important part of any organization is its people; and Community Health Center has an amazing team of professionals, many of which worked alongside Ted to develop and provide cutting edge addiction treatment and leadership in our field for the last four decades. In fact, 40% of our total staff have worked at CHC over 10 years. Inside this annual report you will meet some of our best assets, our people, and learn about why they believe in our mission, a cause that in some cases is truly their life's work.

Community Health Center will celebrate its 40th anniversary in 2014, just as I complete my first year as CEO. In the words of Ted Ziegler, as expressed in the 1980 annual report (his first year as CEO), I echo his sentiment, "Without a staff of hardworking, committed and supportive people who have the courage and determination to face unknown territory, constantly seeking new solutions, and an uncompromising commitment to serve in our community, this year's services would not have been possible."

On behalf of our patients, staff and Board of Directors, I thank you for your continued support of Community Health Center and I look forward to working with you in the coming years to provide comprehensive substance abuse treatment to meet the needs of our patients and the greater community.

Best Regards,



Robert Stokes
Chief Executive Officer





MISSION

STATEMENT OF PURPOSE

Community Health Center is a private, not-for-profit, 501(c)(3) corporation. Our purpose is to provide a comprehensive array of treatment, prevention and housing services for addictive and compulsive behaviors and disorders. We have been serving Northeast Ohio since 1974.

MISSION STATEMENT

Community Health Center is committed to enhancing the quality of life. We are a leader in providing effective services for compulsive and addictive disorders, healthcare, life skills development, prevention, housing, wellness and rehabilitation.

TREATMENT SERVICES

Our MAT program is constantly at capacity, with a census of over 400 at any given time. At the end of 2013, CHC developed a new program – Fresh Start, funded by the Summit County ADM Board to fast track patients directly from ADM Crisis Center into a six-month MAT treatment program where intense residential treatment is used in conjunction with suboxone therapy and intensive outpatient programming. Twenty-five patients will be served in the first year of this pilot program.

MEET KATHY PERGE

Division Director–Intake/Diagnostic and Special Programming

Years At CHC: 33

Working at CHC gives me a sense of higher purpose. We all are just humans with strengths, weaknesses, frailties, promises and dreams. When you look in our patients' eyes you see people who want the same things we do.

Some of my fondest memories are of us going through our first JCAHO survey in 1984. We worked non-stop for a year, then worked day and night the week leading up to it and literally all night during the survey—and we made it!



ASSESSING THE NEED

Our Diagnostic Department is the first step in treatment for new patients at CHC. It begins with an in-depth assessment where the chemical dependency and mental health problems are identified as well as other areas of concern including criminal involvement, family issues and education/vocation deficiencies. A treatment plan is designed with all the needs of the patient in mind. Our treatment staff assists our patients through the recovery process, which can last as little as 90 days to several years.

MEDICATION-ASSISTED TREATMENT (MAT) FOR OPIATE ADDICTION

One of only 15 regional methadone clinics in Ohio offering methadone maintenance and detoxification treatment for opiate addiction. Methadone has been identified as the single most effective treatment for opiate addicts and is part of a daily routine for patients. CHC also offers suboxone as a treatment option for patients through our two medical offices.

RESIDENTIAL TREATMENT

At RAMAR (Rocco Antenucci Memorial Adult Residential Center) patients receive support during every stage of recovery in an inpatient environment. The 28-bed facility provides services for men and women and sees about 225 patients annually. Treatment includes group and individual counseling and development of recovery skills. Women who deliver babies while in treatment may be eligible to move to Genesis – an on-site group home for women with infants. This enables our patients to continue treatment while adjusting to motherhood in a supportive environment.

2013 STATS

Patients admitted into treatment in 2013: **1,925**

This is a 10 year high in admissions.

Average length of an assessment: **3 hours**

MEET JACKIE KAUTENBERGER

Intake Coordinator

Years at CHC: 32

CHC has become my second home, and I have a great family with whom I work. We save lives everyday, though we are not aware of it—by providing substance abuse counseling, we are preventing people from overdosing or driving impaired. The best part of my job is when I see someone succeed in their recovery, such as the time a man walked in and thanked me after he earned his 10-year coin in NA, saying I referred him to the 12 steps all those years ago.



2013 STATS

In 2013, **576** women were treated in WRP including 76 pregnant women; more than 80% were opiate addicted.

42 drug-free babies were born to mothers in recovery.

WOMEN'S RECOVERY PROGRAM

This program strives to remove barriers for women who are struggling with an alcohol or chemical dependency addiction. These barriers are removed through trauma-informed care, peer support groups, drop-in child care, parenting training and transportation assistance. Focus includes treatment for women on methadone or IOP, addicted pregnant women and post-partum mothers.

INTENSIVE OUTPATIENT PROGRAM

Provides a therapeutic multi-disciplinary program designed to promote the recovery process through three levels of treatment including group and individual counseling, case management, vocational development, community support groups and reintegration programming.

ADULT COUNSELING

Includes weekly individual counseling and referrals to a wide array of chemical dependency and specialty groups providing education, peer support and accountability which have been proven to aid patients in the recovery process. Medical and housing assistance services may also be provided.

MEET JAN WAGNER *Chief Operating Officer* Years at CHC: 36

Working at CHC has been an incredible journey. To be part of a team that grew the agency from a budget of \$500,000 to \$11 Million annually, has been an exciting adventure! I have so many great memories, but it comes down to working together to resolve problems... and of course lots and lots of good times.

Being able to provide the right service, at the right time, to our patients is what it is all about. To work with individuals who have lost hope and feel a sense of worthlessness and to help them achieve goals and sobriety is amazing – you are witness to human transformation that, sometimes, you don't even think can happen, although you always hoped it would.



DIRECT THERAPY

Still one of the most cutting-edge programs in treatment today, our video therapy program provides treatment online for mental health and substance abuse disorders via video conferencing. DirectTherapy is the primary treatment method for women living at Touchstone Supportive Housing and has proven to be a successful way to engage in the treatment process. We have also partnered with the Ohio Bar Association to offer this service to professionals seeking treatment.

MENTAL HEALTH SERVICES

CHC offers mental health services to those adult patients who have Medicaid or who are currently enrolled in services for chemical dependency. Our qualified staff provide one-on-one counseling and group sessions for most primary mental health disorders including post partum depression, bipolar disorder, depression, stress management and much more.

ADOLESCENT TREATMENT PROGRAM

Our focus continues to be on the teenage patients' needs, therefore we offer an Adolescent Intensive Outpatient Program (IOP). This structured 3-4 day per week program, which is held after school (with a meal), provides greater accountability and therapeutic contact with the youth and their families. In addition, there are many other options for patients including individual counseling for addiction and/or mental health, specialized groups, a weekly young people's AA and much more. The program sees patients ages 13-21.

2013 STATS

Patients seen in our adult behavioral health programs: **3,843**

2013 STATS

Patients seen: **355**
Average length of stay in program: **6 months**

MEET DANI MALINOWSKI

Adult Counselor

Years at CHC: 25

I'm fortunate to witness people making positive changes in their lives through recovery. I really believe that change is up to the individual, I'm just a fragment of the equation to offer direction and when growth occurs, that's the greatest reward.

I came to CHC three weeks after getting my Master's Degree! I have so many fond memories, but probably the best is getting engaged in the parking lot in 1990...CHC is a part of me both personally and professionally.





MEDICAL SERVICES



Community Health Center strives to be diverse in our program offerings, that's why we offer treatment programs beyond the traditional social service agency. Programs like these below help further the recovery of our patients in treatment but they also strive to enhance the health of the general public.

COMMUNITY HEALTH CENTER MEDICAL CENTER & LASER SERVICES

The location is also home to our medical department, serving the general public. Services include: internal medicine, Suboxone treatment, outpatient surgical procedures and cosmetic laser services all in one office. Our cosmetic laser is perfect for patients who are looking to remove tattoos, age & sun spots, wrinkles, birthmarks and unwanted hair. Laser treatment is a safe, non-invasive way to address cosmetic needs without visiting a dermatologist or plastic surgeon.



EAP & DRUG FREE WORKPLACE PROGRAM

Our Employee Assistance Program focuses on helping companies develop policies and procedures to decrease workplace accidents and workers' compensation claims. We provide licensed DOT physicals, on-demand drug testing, on-site trainings and annual flu shot clinics.

In 2013 our EAP program served 201 companies.



MEET BARB VAN DIKE *Human Resources Director* **Years at CHC: 35**

I love what I do and that I have been a part of a team that worked so hard to make CHC successful. Being able to ensure Community Health Center has the right people to make a positive impact in our community is very rewarding.

Along the way we've worked to build a talented and experienced work force that show their enthusiasm and passion while helping people repair their lives. Part of my satisfaction stems from being directly in-touch with staff, assisting them with their professional development and helping them achieve their employment goals while ensuring an environment of opportunity.

2013 STATS

In 2013, our laboratory processed more than **329,500 tests**

LABORATORY SERVICES

Thousands of patients come in our doors every year for one reason only – for a drug test. CHC holds contracts with many local service providers and companies for urine drug screen (UDS) services. CHC provides state-of-the-art services at our main location to provide comprehensive screening as well as other medical laboratory tests.



A group of "old timers" from the agency came together for Ted Ziegler's retirement party last summer. Combined, this group represents 250 years of service in the behavioral health field.

MEET TED ZIEGLER

CHIEF EXECUTIVE OFFICER 1980-2013

"They say, 'Find a job you love, and you will never work again,' and that is the way I describe my career at CHC. Being able to solve problems and find ways to develop and carry out programming when the funding was tough or non-existent was my favorite part of the job. What we do helps people every day, and not everyone can say that.

As I'm settling into retirement, something I look back on with pride is that CHC is well poised for the future of healthcare. I believe the Affordable Care Act is the most profound piece of legislation since Social Security was established. This is a game changer for our generation."



Ted Ziegler
stands in front of the
building that symbolizes
a time of growth in the agency.
Opened in 2000, this building is home
to the county's largest adolescent
treatment program and CHC's
primary healthcare services. The
building was named in his
honor in 2013.



OUTREACH



WRAP-AROUND SERVICES

The outreach programs at Community Health Center are designed for two reasons—to prevent problems, such as drug abuse, before they start or to provide after-care once recovery has been obtained. Both functions of our outreach programs serve as a safety net in the community. These programs all have a strong education component, whether for teaching teens how to say no to drugs or by showing recovering adults how to utilize the programs available to them in the community.

Project PANDA The goal of PANDA (Prevent and Neutralize Drugs and Alcohol) is to educate middle school students, not only about the dangers of drug and alcohol abuse, but also about peer pressure, decision-making and self-esteem. This goal is accomplished during a Friday through Sunday educational camp experience.

Student-run web site: www.projectpanda.com

Facebook page: www.facebook.com/projectpanda

Help Me Grow Free home-visitation program that supports families of children from birth to age three. The goal is to strengthen the child's development and give them the best chance possible to achieve success by assisting with positive parenting skills and access to the community network of services. Funded by the Summit County Family & Children First Council, Help Me Grow served over 200 children in 2013.

Case Management Services Often times, our case managers are the glue that holds our patients' treatment plan together. Case managers help patients navigate the services available to them in the community, provide transportation and overall support as they are in the healing process.

Community Clubhouse for Brain Injury A community based program offering long-term support for individuals with brain injuries. The Clubhouse focuses on re-entry activities, speech and occupational therapies and much more.

2013 STATS

Students participating:
345, representing 22 area schools in six counties

Number of volunteers:
31 adult staff and 22 youth staff



Holly Beach is just one of the many reasons CHC provides housing to people in need. Fulfilling the basic need of housing allows people to focus on personal growth, and that is unique to each resident. Our programs help young people build a foundation for the future all the way to offer independence with supportive services while a person reunites with their children and works on recovery skills.

HOUSING

HOUSING FOR INDIVIDUALS IN RECOVERY

Community Health Center in cooperation with our housing partner, Ohio Multi-County Development Corporation (OMCDC), offers housing as a part of after-care for individuals in recovery. Our housing programs continue to be a successful component of treatment and illustrate the fact that safe, secure and sober housing improves the likelihood of successful outcomes.

Touchstone Supportive Housing Program

Transitional housing for single women while they continue treatment. Women with children, who are pregnant or disabled, are eligible for residency.

Number of Units: 16 semi-private suites; Full service, on-site child care, dining and laundry.

Location: City of Akron

Burton & Sherman Place

Three-quarter way housing for single men and women just leaving treatment.

Number of units: 8

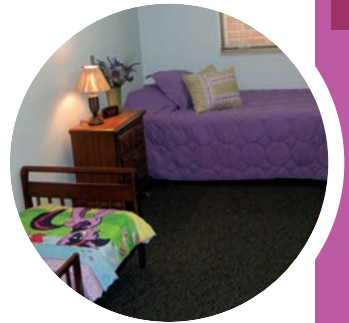
Location: City of Akron

Pheasant's Run & Quail's Nest

Group home for single men and women in recovery.

Number of units: 8

Location: City of Cuyahoga Falls



MEET PAM CRISLIP

Chief Financial Officer

Years with CHC: 12

I love my job because it allows me to be creative while helping a cause that I truly believe in. We have grown so much just since I have been here. We have established new businesses and service lines, our programs have grown and changed, and I am constantly challenged to figure out the best way to stretch every dollar farther and farther. We can always do something better, more collaboratively, or in a way that makes CHC stand out as the best. For those reasons, and more, I think Community Health Center is a great place to be!



Peachtree Estates I, II & III

Temporary and permanent housing for single parents who were recently reunited with their children.

Number of units: 20

Location: City of Cuyahoga Falls



Horizon House

Horizon House is made up of scattered group homes for homeless “older adolescents” ages 18-22 years old. Residents are required to be pursuing an education and part-time employment.

Number of units: 16

Location: City of Akron



Summit Terrace

Housing for single men and women dually diagnosed with chemical dependency, mental illness and/or other disabilities.

Number of units: 21

Location: City of Akron

Meadowlark Lane

Group housing for single men and women dually diagnosed with chemical dependency, mental illness and/or other disabilities.

Number of units: 15

Location: Village of Lakemore & City of Cuyahoga Falls

Project Hope

Housing for single men and women in recovery.

Number of units: 20

Location: scattered apartments throughout Summit County



MEET SUSAN KASARNICH

Court Liaison

Years at CHC: 30

CHC is not only my second home, this is my other family. I am proud to represent our agency in the community by working with the courts, prosecutors, magistrates and more—all of whom hold our staff and organization in very high regard.

My hope is that people who vote for the (ADM) Levy understand the amount of services we provide to people who are addicted and/or mentally ill—I can't imagine not having our agency as a resource for the thousands of people that need our help.



Meadowlark Lane

COMMUNITY HEALTH CENTER BOARD OF DIRECTORS

The community leaders that serve on our Board are volunteers that lend their time and expertise to guide our organization responsibly and effectively. Our accomplishments are in great part due to their support and dedication.



Douglas Mory, President

Retired, Vice President
Private Client Services,
FirstMerit Bank

Janet D'Antonio, Vice President

Retired, City of Stow Council

Adam Feltes, Treasurer

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Social Security Administration

Marshal Pitchford, Secretary

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Director of Pharmacy
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Artina McElroy

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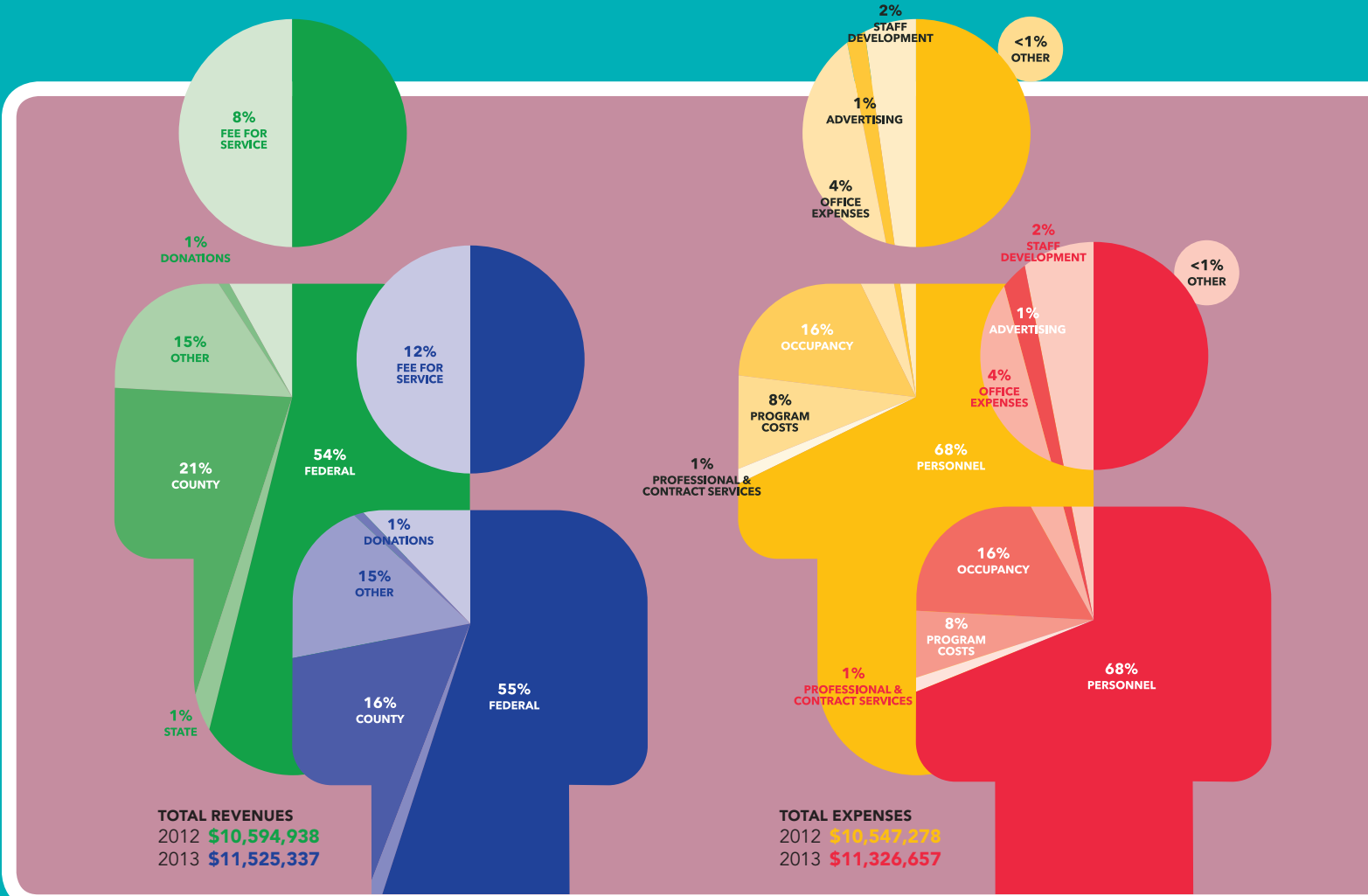
Julia Sigel

Retired, Executive Assistant,
Summit County Engineer's Office

Michael J. Robinson

Owner, MJR Landscape
Design Services

FINANCIALS



Patient Data

	2012	2013
Total Patients	6,682	6,877
Male	54%	55%
Female	46%	45%

Ethnicity

	2012	2013
Caucasian	69	68
African-American	28	26
Other	3	6

Age

	2012	2013
0-9	4%	5%
10-19	15%	13%
20-29	30%	25%
30-39	22%	21%
40-49	16%	17%
50-59	12%	15%
60+	1%	4%

Education

	2012	2013
Up to 11th grade	33%	23%
HS Grad/GED	37%	39%
Some college	16%	18%
Trade/Tech school	4%	12%
Associate Degree	6%	5%
Bachelors Degree	3%	2%
Graduate Studies	<1%	1%

Referral Source

	2012	2013
Self	27%	25%
Court/Criminal Justice	41%	40%
Alcohol/Other Provider	14%	16%
Other Healthcare	1%	3%
School	1%	1%
Employer	1%	<1%
County Human Services	13%	12%
Community	2%	2%

Household Income

	2012	2013
< \$5,000	57%	56%
\$5,000-10,000	16%	19%
\$10,000-15,000	9%	9%
\$15,000-20,000	5%	5%
\$20,000-25,000	4%	3%
\$25,000-30,000	3%	2%
\$30,000-35,000	2%	2%
\$35,000-40,000	1%	1%
\$40,000-45,000	1%	1%
\$45,000-50,000	1%	1%
\$50,000+	1%	1%

CHC FOUNDATION

The Community Health Center Foundation is a not-for-profit organization founded in 1985 to support the programs of Community Health Center. The Foundation develops resources that enable CHC to fulfill its mission through public fundraising events, grant activities and housing projects. Since 1992, the Community Health Center Foundation has raised over \$1.25 million and established an endowment fund to ensure the good work CHC does in the community.

Led by a volunteer board of trustees, our annual campaign and fundraising events raise awareness and build strong relationships with individuals in the community. Our Golf Classic, held annually in August at Fairlawn Country Club, has been sold out for the last five years, raising over \$50,000 every year. Break the Cycle of Addiction during

National Recovery Month in September is a community awareness event and raises about \$25,000 annually since its inception in 2012.



Keynote speaker, Deborah Jiang Stein; Tracy Plouk, Director, Ohio MHAS; and Bob Stokes, CEO at CHC's annual luncheon, Break the Cycle of Addiction.



JO ANN WILSFORD

CHC Foundation Director

Years with CHCF: 24

I cannot express in a few words what working at the CHC Foundation has meant to me! To be able to raise dollars to help supplement CHC's substance abuse treatment programs to help people work towards recovery and get their lives back on track is truly a wonderful feeling of accomplishment. It also gave me the opportunity to meet a number of caring people in the community who are willing to give back.

Over the years the Foundation organized a number of different fundraisers, but the ones I enjoyed most were the Mile of Quarters that we held at Rolling Acres and Chapel Hill Malls, and the Moonlight Golf Outing where participants played golf with glow balls after dark. I will certainly miss working for the CHC Foundation as well as all of the great staff and board members I have had the opportunity to work with throughout my career.

CHCF BOARD OF DIRECTORS

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First Energy Corporation

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Akron Community Foundation
Buckeye Community Health Plan
CareSource Foundation
John A. McAlonan Fund

COMMUNITY PARTNER

\$1,000-\$4,999

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Akron Metropolitan Housing Authority
Italian American Professional Business Men's Club
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Under \$100

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Buckeye Community Health Plan
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Lababidi Group
OMNOVA Solutions
West Side Leader
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Bonnie Sharp
Sally Stewart
Jan Wagner
Amanda Walker
Rebekah Watkins
Asia Whatley

CREDITS

Community Health Center is funded in part by

Ohio Department of Mental Health & Addiction Services
City of Akron, Department of Planning & Urban Development
County of Summit Department of Job & Family Services
County of Summit Alcohol, Drug Addiction and
Mental Health Services Board
County of Summit Juvenile Court
Social Security Administration
State of Ohio Department of Education
Summit County Family & Children First Council
US Department of Housing & Urban Development
Community Health Center Foundation
Akron Public Schools
US Department of Justice Department of Youth Services
Mental Health and Recovery Services Board of Stark County

Accreditations, Licenses and Certifications

Joint Commission on Accreditation of Healthcare
Organizations (JCAHO)
Ohio Department of Mental Health and Addiction Services
Medicaid/Medicare Certified Agency
American Association of Medical Review Officers
Drug Enforcement Agency
Clinical Laboratory Improvement Amendments (CLIA)
Ohio State Board of Pharmacy
Ohio Department of Health
Ohio EPA Certification
Ohio Department of Human Services
Ohio Department of Mental Health – Medicaid Program

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Janet Wagner, *COO*
Pamela Crislip, *CFO*
Greg Johnson, MD, *Medical Director*
Nancy Jones Keogh, PhD, *Clinical Director*
Robert Terry, *Compliance Officer*
Barb Van Dike, *Human Resources Director*
Jackie Hemsworth, *Development Director*
Chrissy Gashash, *Marketing & Public Relations Director*

A member of



Comprehensive Behavioral Healthcare
www.prism-health.com



Community Health Center is a contract agency of the County of Summit Alcohol, Drug Addiction and Mental Health Services Board and the Mental Health and Recovery Services Board of Stark County.



Community Health Center facilities and services are certified by the Joint Commission on Accreditation of Healthcare Organizations.

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