

“I am Coleman”

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A Note from Nelson

I hope that you've noticed the new look of our "I am Coleman" newsletter in this issue. The addition of more colors is very meaningful to me. From those colors, I get a feeling of brightness, light and excitement. Those are the same attributes that I aim to bring to the lives of the people who are served by Coleman Professional Services.

Our mission is to improve lives — which we hope in turn reinstates the feeling of brightness, light and excitement that may have been missing from those lives. I've learned over the years that we can't do this alone. Not only do we require clients' participation as well as outside financial support to provide services to those in need, it's also imperative that the client be treated on a variety of levels to address their overall well being.

That's where our vision for strong community partnerships comes into play. It's a documented fact that recovery can't begin until basic human needs are met. Coleman works to find partnerships in the community that provide our clients with shelter, medical care, job skill training, mediation services and more. In this newsletter, you will learn more about Coleman's partnerships and how they are benefiting our neighbors in need and consolidating dollars spent.

In each county that we serve, the needs are varying. Therefore, our community partnerships vary as well. The one thing that remains the same is our continued commitment to provide the best possible services at the most financially prudent level.

With gratitude,

A handwritten signature in blue ink that reads 'Nelson'.

Nelson W. Burns
President and Chief Executive Officer



Smaller Budget. Greater Need.

How partnerships are filling the gap

There is one thing that can be counted on during tough economic times. It is that the number of people dealing with behavioral health problems will rise. Another near certainty is that budgets will be slashed and funding will be harder to come by.

These are certainly realities of our current economic times. Both of these factors come down hard on behavioral health providers, because as budgets decrease, the need for services increases. Funds from the Ohio Department of Mental Health have decreased significantly and private donations have slowed since individuals are hurting as well.

All that aside, our neighbors still need services and that fact will not change. So, Coleman has been diligently seeking and forming partnerships within the counties that we serve to find ways to continue to serve people in need of behavioral health and rehabilitation services.


Our search for quality community partners amped up in the past three years with joint efforts including Summa Health Systems, the Northeast Tri-County Pathways Project, the Portage County Jail, ATLAS Rehab & Wellness Center and QoL Pharmacy, among others. From these projects we've learned that the combined efforts of

multiple organizations, each with a certain niche, not only simplifies the lives of our clients, but also helps each organization reduce costs.

We are pleased that other community organizations have also sought Coleman for joint efforts, upon learning about our reputation within the state and the nation for both providing quality services and for being on the forefront of community partnerships.

Portage Community Health Resources (PCHR) is one such organization that has partnered with Coleman to service primary medical needs. PCHR sees Coleman clients who need medical services but lack a primary care doctor. Coleman provides case management at PCHR for patients at the clinic who need behavioral health services. A partnership like this enables us to not only serve our clients, but improve their lives through integrated care.

The most recent addition to Coleman's expanding partnership list will be the provision of behavioral health and rehabilitation services by Coleman to Allen, Auglaize, and Hardin Counties in Ohio. *(Read more on page 2 in "What's New.")*

These efforts are all orchestrated with one thing in mind — to continue to meet our goal of improving lives of individuals, families and businesses in need. Your continued support of Coleman's efforts allows us to continue our service as a valuable community partner. 



“I am Coleman”

Dementia Changed Our World

My wife and I have shared a very good life together. She, a retired nurse, and I, a retired surgeon, have had the pleasure of enjoying great jobs, raising four children and spending time with our nine grandchildren. We retired to Aurora and took full advantage of the time we could now spend with our children and grandchildren. Our days together have been wonderful.

My wife had an illness in 2000 for which her doctor gave her antibiotics. Soon after, she had a seizure and was put on anti-seizure medication. Two years later, I noticed that her reaction time had slowed and she was forgetting things. Later, her doctor diagnosed dementia. It was at this point that my life started to change 180 degrees. I had never cooked, planned meals, shopped, done laundry or paid the bills. Now, with her dementia, I must do all these things as well as tasks like reminding my wife it is time for lunch.

She has always been one to stay busy, but with dementia, she now just cleans and re-cleans the same things. She also developed a “short fuse” and can sometimes be argumentative, which is much different than how she was before dementia developed. Unfortunately my wife no longer has good judgment, she doesn't seem to comprehend things, and must have everything repeated. She likes to talk still, but asks the same questions over and over again.

My wife began attending Coleman Adult Day Services in Aurora in March of 2010, which she calls “going to work.” When she is there, she is kept active with puzzles, arts and crafts, and talking to people. She is happy when she comes home and often brings home one of the projects she has completed.

It's hard for me to say, but because of her constant cleaning and talking, she was driving me crazy at home; it was almost

tormenting at times. Due to my medical background, I am able to understand what is happening to her and not let anger set in. Coleman has helped in many ways. They have helped keep her mind and her hands active. While she is at Coleman Adult Day Services, I am able to take care of the household chores and shopping that she took care of before.

When my wife first started attending Coleman Adult Day Services, I would drive her each day. But it was difficult because she had trouble separating from me and would

often argue and cry. Then my daughter suggested that we utilize the transportation services available from Coleman. It is the best thing that has happened! She really enjoys being picked up to “go to work.”

I love my wife and my family. She is a part of everything that I have. Coleman has provided us the ability to be together as much as possible for as long as possible, and for that I am so thankful. *C*

True story of a Coleman Adult Day Services family served through the Aurora facility.

What's New?

Footprint of service expands to three more counties

Coleman Professional Services will begin providing services for adults with mental health and substance abuse illnesses for Allen, Auglaize and Hardin Counties (AAH) of Ohio by April 1, 2011. The Mental Health & Recovery Services Board of AAH voted to switch the service provider from Lutheran Social Services to Coleman Professional Services for the 3,400 adults with mental health and substance abuse illnesses they serve in that region. The contract includes an annual operating revenue of approximately five million dollars from Medicaid and non-Medicaid sources.

Nelson Burns, President and CEO of Coleman Professional Services said, “We are honored and appreciative of the AAH Mental Health & Recovery Services Board's confidence in Coleman, and assure we will provide the best quality of care to those persons served.”

Phil Atkins, Associate Director for the Mental Health & Recovery Services Board of AAH, said, “We look forward to working with Coleman. They have been a consultant for our board since 2003 and are leaders in Ohio in using electronic health records, which is important to providing efficient care for the adults served.” *C*



Strategic Partnership Expands Reach in Summit County

Since 2006, Coleman Behavioral Health has been offering its services to Summit County residents through a partnership with Summa Health Systems. The partnership began when Coleman joined forces with Summa to assist them in meeting demands for psychiatric services at Summa St. Thomas Hospital in north Akron.

The relationship progressed in 2007 when Coleman began assisting Summa with caring for indigent patients in need of hospitalization.


Coleman Behavioral Health opened its Summit County office at Summa St. Thomas Hospital in February. The clinic, located at 20 Olive Street, Suite 405, offers diagnostic assessments, counseling, psychiatry and case management to adults with Medicaid.

To meet the growing need, Coleman and Summa have once again joined to expand behavioral health services further into Summit County by offering the same services once a week to Medicaid-eligible adults in the Tuscora Park Professional Center across the street from Summa Barberton Hospital. The address of the new location is 201 5th Street NE, Suite 4, Barberton.

Nearly 300 Summit County residents have already been served through Coleman's partnership with Summa, and the need continues to rise.

teaming with other organizations helps to fill the gaps while serving the greatest number of people possible.

The feedback from patients and referral sources about Coleman's Summit County clinics has been overwhelmingly positive. Coleman's timeliness in making and keeping appointments, the professionalism of the case managers, and the quality of the care and case coordination has earned Coleman high marks.

Appointments can be scheduled for either the Barberton or St. Thomas Hospital location by calling Coleman Access Services at 1-877-796-3555 or 330-296-3555. 

Collaboration with Summa provides high-quality behavioral health services that are integrated with patients' primary care to ensure accessibility to people who would otherwise be underserved.

With federal and state budget cuts continuing to decrease funding for mental health initiatives,

Coleman Professional Services Board of Trustees

Thank you for your dedication and service!

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Coleman Holiday Wish Lists

A little help goes a long way



It's amazing how a small act of kindness can make a large difference. Though Coleman is a large, multi-faceted organization — each of our business units are still greatly affected by a little help from our friends. If you would like to help out Coleman clients this holiday season, here are a few ideas.

Coleman Residential Services

- Twin and/or full-sized blankets
- Sweatpants for men and women — size XL
- Mittens
- Socks
- Hygiene items

Coleman Access Services

- Coats, hats and gloves — for men, women, adolescents and children

Coleman BH – Stark

- Soaps
- Paper products (toilet paper)
- Household cleaning supplies

Coleman BH – Trumbull

- Gift cards to Walmart in any amount to be used for purchasing food for holiday dinners
- \$10 gift card to Walmart for each Crossroads resident (12 residents)

Coleman Adult Day Services

- Paints, silk flowers and other craft items
- Exercise weights (1-2 lbs.), games and bead kits
- Gift cards in any amount to Pat Catan's or Walmart or Visa gift cards would enable staff to buy exactly what is needed.

Please call Coleman Foundation at 330-676-6876 or email Pam Fife at pam.fife@coleman-foundation.com with questions.

You can learn more about the wish list and donate securely online by going to www.coleman-foundation.com, click "How to Give" in the left column and then "Holiday Wish List."

Donations may be sent to: **Coleman Foundation,**
Attn: Wish List, 5982 Rhodes Road, Kent, OH 44240.

Your gifts are greatly appreciated. Thank you for being a partner!



Foundation Works to Fund Major Projects


Coleman Foundation undertook a major fundraising initiative when it started the *Touching Lives Changing Destinies* campaign in July 2007. The goal of the campaign is to raise \$5 million by 2013 in order to expand and increase the services provided by Coleman Professional Services. Coleman Foundation has reached nearly 57 percent of this goal since the campaign began in 2007, and is now focused on the remaining money needed to service the important populations served through this campaign.

There are four primary campaign projects: Capling Apartments, Center of Excellence for Children, the Coleman Adult Day Services Endowment Fund and the Suicide Prevention Endowment Fund.

Walter Capling Apartments: Construction is complete and this facility is now home to 11 Coleman clients who were formerly homeless. Capling Apartments offers safe and affordable housing to people with chronic mental illness through one bedroom apartments. Coleman Foundation will allocate \$900,000 to this project and needs \$76,500 to meet this goal. Commitments to the Capling Apartments are applied to a matching Ohio Department of Mental Health housing grant.

Center of Excellence for Children: This essential project will provide effective behavioral health care to children and adolescents in a new, child-friendly facility. One major focus of the facility will be the assessment and treatment of complex behavioral problems. Planning for this project is in its early stages, but the facility is set to be connected to the current clinical and administrative building on Rhodes Road in Kent. Coleman Foundation will provide \$750,000 toward the completion of the \$1.5 million project.

Adult Day Services Endowment Fund: This endowment helps bridge the gap between actual cost and a family's ability to pay for care at Coleman Adult Day Services. The community-based care provided by Adult Day stands as a life-line to our aging community and their caregivers. Coleman Foundation will raise \$750,000 for this endowment to enable the growing elderly population to receive necessary care, and is \$470,000 away from reaching this goal.

Suicide Prevention Endowment Fund: Suicide is a growing and worrisome epidemic across the country, especially among teenagers and college students. Northeast Ohio and Portage County specifically, have seen an increase in suicide rates. This endowment provides funds to train members of the 24-hour crisis and suicide prevention team so they are fully prepared to handle and disarm crisis situations. Coleman Foundation will raise \$750,000 for this endowment through the campaign. 

The Facts

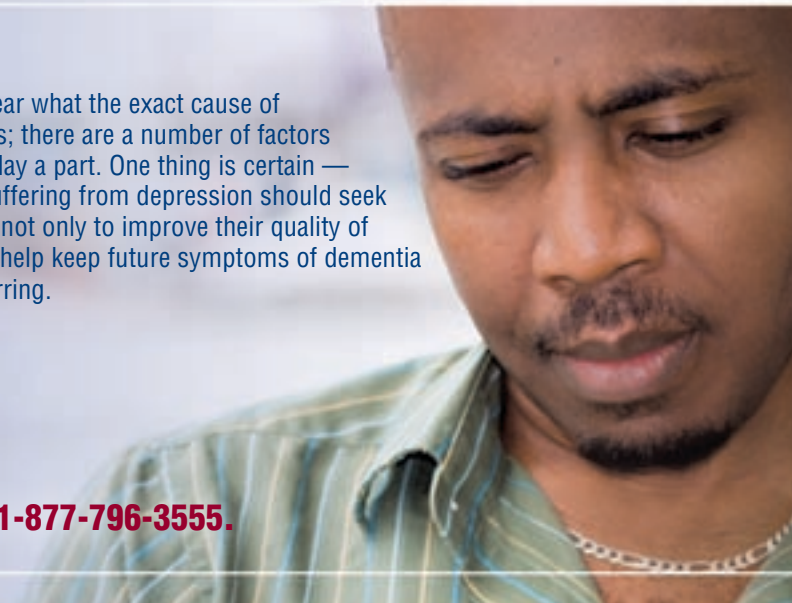
Dementia is Linked to Depression

A number of studies have been done which point to a relationship between depression and dementia. While the specific results have varied from two to four times more likely, the link between depression and likelihood of dementia is always present.

- Depression increases the risk of dementia and dementia of the Alzheimer's type.
- Dementia in the elderly more often follows a bout of depression.
- Having two or more episodes of depression nearly doubles the risk of dementia.

It is not clear what the exact cause of dementia is; there are a number of factors that may play a part. One thing is certain — persons suffering from depression should seek treatment, not only to improve their quality of life, but to help keep future symptoms of dementia from occurring.

If you or someone you know is suffering with depression, call **1-877-796-3555**.





A World of Opportunity

Coleman Professional Services is a nationally recognized not-for-profit provider of behavioral health and rehabilitation programs that improve the lives of individuals, families and businesses in Northeast Ohio. The company relies on an enterprise business model to diversify its funding. Coleman Foundation and three enterprise companies produce more than 25 percent of the company's funding for its award-winning programs.

www.coleman-professional.com

PROGRAMS

Coleman Access Services

Provides 24/7 crisis help and access to behavioral health services and professionals.
www.coleman-access.com
or 877-796-3555

Coleman Adult Day Services

Provides individualized daytime care for adults.
www.coleman-adultday.com

Coleman Behavioral Health

Provides mental health and rehabilitation services in Portage, Trumbull, Summit and Stark Counties.
www.coleman-bh.com

Coleman Employment Services

Offers vocational and employment services to individuals and companies.
www.coleman-employment.com

Coleman Mediation Services

Provides conflict resolution for individuals, families, businesses and organizations.
www.coleman-mediation.com

Coleman Residential Services

Provides housing for the disabled and assistance in community apartment planning and support.
www.coleman-residential.com

ENTERPRISES

Coleman Consultation Services

Assists mental health boards, businesses and nonprofit agencies in growth and development.
www.coleman-consultation.com

Coleman Data Solutions

Provides companies and organizations with document management, including data processing, storage and imaging services.
www.coleman-data.com

Coleman Wellness Solutions

Provides employee assistance, safety and performance enhancement services to companies.
www.coleman-wellness.com

EXECUTIVE OFFICES

Coleman Professional Services

Corporate division of the organization.
www.coleman-professional.com

Coleman Foundation

A philanthropic organization designed to raise money in support of behavioral health and rehabilitation services.
www.coleman-foundation.com

Executive Offices

5982 Rhodes Road ■ Kent, Ohio 44240
P: 330-673-1347 or toll-free 800-673-1347
F: 330-678-3677
www.coleman-professional.com

Accreditation and Licenses

CARF, the Commission on Accreditation of Rehabilitation Facilities

ODADS, Ohio Department of Alcohol and Drug Addiction Services

Ohio Department of Mental Health

Ohio Department of Health

In association with Portage, Stark and Trumbull County Mental Health Boards

Foundation Funds Major Projects

Partners in Health

Dementia Changed Our World

In This Issue

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