

2008–2009 Community Report



*Success
by any measure...*

*Even the smallest
differences matter.*

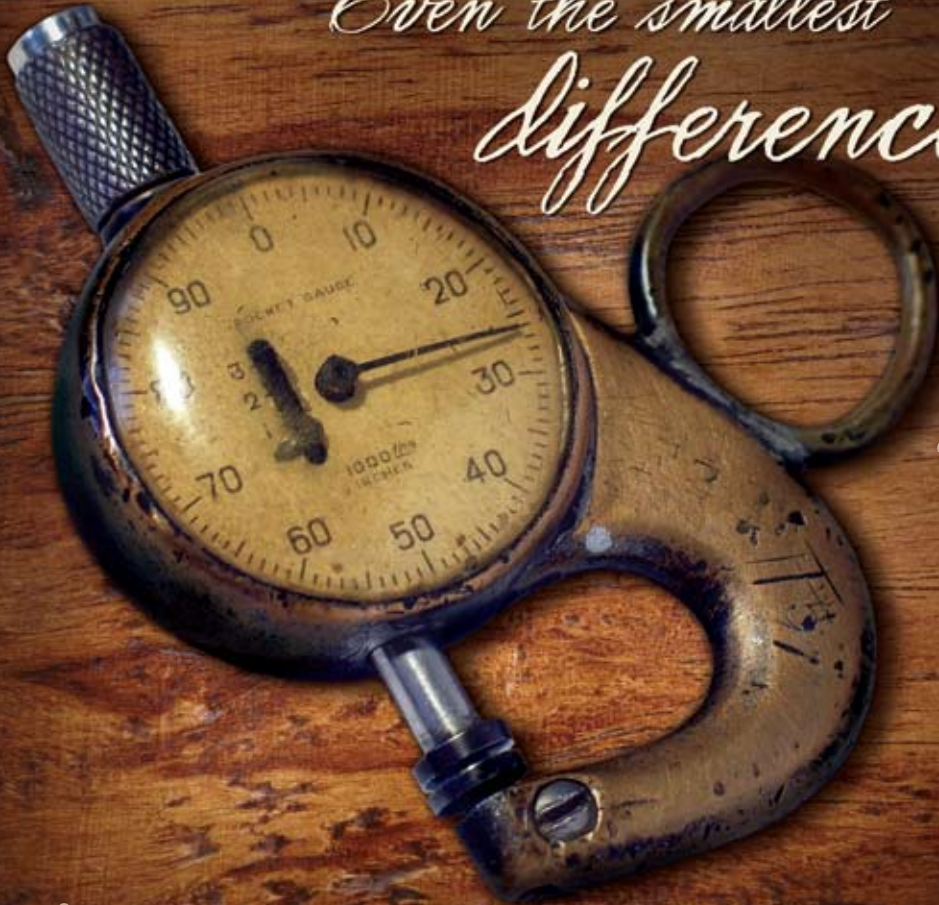


Table of Contents

Letter from the CEO	3
Weighing the Future	4
Awards & Accomplishments	5
Coleman Behavioral Health – Portage County	6
Coleman Behavioral Health – Stark County	7
Coleman Behavioral Health – Trumbull County	8
Coleman Access Services	9
Coleman Adult Day Services	10
Coleman Consultation Services	11
Coleman Data Solutions	12
Coleman Wellness Solutions	13
Financial Report	14
Board of Trustees	15

Measuring Success

Success is a standard that is difficult to measure. It means different things to different people. For Coleman, success is measured in a variety of methods – from a smile on the face of a child in counseling to the construction of a new apartment complex for people struggling with mental illness. We know that in our line of work, sometimes the smallest successes can lead to the largest accomplishments.

One way of measuring that always proves beneficial is through the mantra “the glass is half full.” We’ve seen a dramatic increase in children and adults, who cannot pay, requesting services from Coleman in the past year. Rather than worry how we can afford to serve them, Coleman is pleased that people who need help are seeking it. We are proud that we have served more people, with more efficiency and remained solvent.

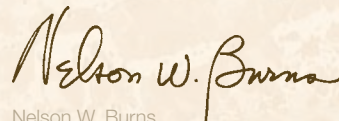
Unfortunately, suicide remains an issue in the communities in which we serve. Rather than growing downhearted about this fact, Coleman chooses to create and distribute suicide prevention programs and reach more people through our Access Services. Even one life saved is a success in itself.

Homelessness has always been a struggle for persons living with mental illness. To help combat the problem in Portage County, Coleman took a leap of faith to take part

in a matching ODMH grant in which we need to raise \$463,000 to earn matching funds for the construction of an 11 unit apartment complex, Franklin Apartments, to serve the chronically mentally ill and keep them from becoming homeless. We plan to open the doors in October 2009.

Through science and research, we’ve learned that people with mental illness die, on average, 25 years earlier than the general population. But through advances in medication and treatment, it’s also a fact that a long and happy life can be led by persons with mental illness who are treated early and often. It is our goal to continue to serve more people in need, so Coleman can help improve their lives.

As with everything in life, the setbacks do exist. But with persistence, care and creativity, Coleman strives to keep the setbacks few and the successes plenty. With your ongoing support, we can continue to cultivate success in our communities, both small and large, visible and invisible. Our goal remains... success by any measure.



Nelson W. Burns
President and Chief Executive Officer



Weighing the Future

2008 saw the celebration of 30 years of service by Coleman Professional Services. While we took some time to revel in the past and savor some of our most memorable and successful accomplishments, the true beauty of our anniversary was found in the strong re-commitment to affecting the future in an even more remarkable way than we had the past.

Coleman has blossomed, grown and changed throughout the years, and our ability to adapt to our surroundings is an asset that has served us well. As we move into the future, we embrace not only new people and places, but also the new challenges that await us in the decades ahead. Throughout the pages of this report, you'll see how each arm of Coleman works together to wrap around our community and truly affect the lives of those in need. This is a core value of our organization, and the legacy we hope to perpetuate for the Coleman name.

Awards & Accomplishments

Fiscal Year 2008

Awards:

1. Coleman was awarded a Pathways II contract with the Ohio Rehabilitation Services Commission. This contract, a collaboration with four other organizations, facilitated the hiring of three Pathways Counselors who help find employment for clients in Portage, Stark and Trumbull Counties.
2. Coleman Behavioral Health-Portage received a United Way Award for school-based groups for children and adolescents – a first for behavioral health services.
3. Goodwill Industries (serving Summit, Portage, Medina, Ashland and Richland counties) recognized Coleman Data Solutions as an "Employment Champion" during its "Celebration of Champions" ceremony in which successful program participants, employers and community partners from across the region are recognized for their significant accomplishments and dedication to the Goodwill mission.
4. Coleman Access Services was awarded a \$30,000 contract from Department of Jobs and Family Services to handle the CARES (Child Abuse Reporting Emergency Services) after hours, weekend and holiday child and elder abuse reporting telephone line.
5. Coleman Professional Services received a \$238,000 grant from the Ohio Homeless Assistance Grant Program for homelessness prevention services and assistance.

Accomplishments:

1. Ninety-three percent of active Coleman customers responded affirmatively to the statement "Coleman Professional Services has improved my life." (Our goal was 51%)
2. Coleman Behavioral Health - Portage is part of a new collaboration involving the Kent State University Counseling Department and Rootstown High School in which college interns, supervised by Coleman, will provide mental health services in the Rootstown schools.
3. The Regional College Campus Mental Health Awareness Initiative funded by a \$96,000 grant from the Margaret Clark Morgan Foundation is complete. The final product, called "State of U" consists of curriculum to raise awareness in college students of the mental health continuum, help reduce the stigma of mental illness, and provide avenues for getting help.
4. Coleman served over 15,000 individuals, almost 10,000 of whom utilized at least two services. 63% of those served have an annual income of less than \$8,000; 76% have an income of less than \$16,000.
5. Construction is underway on the new Franklin Apartments on Route 59 in Kent. The 11 one-bedroom units will provide safe and affordable housing for residents with mental illness.



PORTAGE COUNTY

Coleman Behavioral Health – Portage provides a variety of services at three buildings located in Kent and Ravenna. Services provided in Portage County include counseling, group counseling, case management, psychiatry, child psychiatry, child counseling and case management, residential, and employment services.

Where we've been (Fiscal Year 08-09 Highlights)

- Coleman Behavioral Health-Portage was reorganized by merging with vocational services, crisis housing and residential services.
- Psychiatric bed days in Portage County were 644 below the projected state hospital bed days for the year, meaning Coleman's work improved lives.
- Dr. Brian Welsh, Chief Medical Officer, was selected to supervise the NEOUCOM psychiatry residents at the Portage County Justice Center as part of their community and correctional psychiatry experience.
- Three counselors were hired through the Pathways II contract with the Ohio Rehabilitation Services Commission, which increases the ability to manage vocational cases, helping clients to find jobs.

Where we're going (Fiscal Year 2010)

Coleman Behavioral Health-Portage will begin its new counseling collaboration with the Kent State University Counseling Department and Rootstown High School. The second year of the Pathways II contract began on September 1. And, Franklin Apartments will welcome tenants in October of 2009.

*The
golden rule
still applies.*



STARK COUNTY

Coleman Behavioral Health - Stark is located in downtown Canton and provides the following services: counseling, group counseling, case management, psychiatry and employment services.

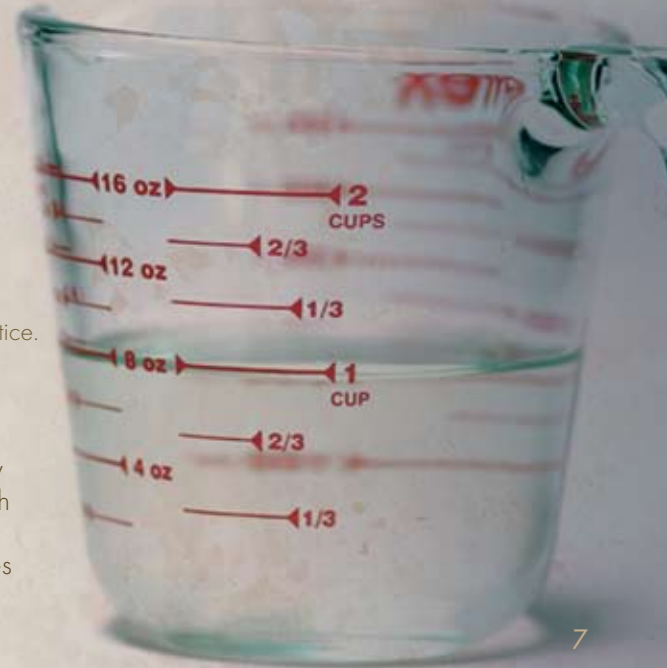
Where we've been (Fiscal Year 08-09 Highlights)

- Recovery Teams reduced the state hospital bed day use in Stark County from 942 in FY07 to 266 in FY09.
- Staff worked to pass the Mental Health and Recovery Services Board levy in 2008 to help continue providing necessary funding to Coleman.
- CBH-Stark expanded a Recovery Team to more effectively treat clients with both substance abuse and major mental illness.
- The Supported Employment (SE) Team helped arrange a CBS news story featuring supported employment in Canton, Ohio and was also awarded the prestigious Coleman Quality Award for services provided using the SE evidenced based practice.
- Acquired the Community Mediation Center of Stark County.

Where we're going (Fiscal Year 2010)

Coleman Behavioral Health will expand Coleman Mediation Services, formerly Community Mediation Center of Stark County, to reach more individuals through the schools and courts. Also in FY10, CBH-Stark will see involvement with the state-wide cluster-based planning initiative designed to provide benefit packages for people with mental illness.

*The accuracy
with which we
measure helps determine
our outcomes.*





TRUMBULL COUNTY

Coleman Behavioral Health – Trumbull combined all services under one roof in the city of Warren in July 2008. Services provided include case management, employment services, housing resources and placement, respite services for children and adolescents, employment services and case management for transitional youth, 24-hour emergency prescreening, evaluations and crisis intervention services, and diagnostic assessments.

Where we've been (Fiscal Year 08-09 Highlights)

- The Access Center completed 3,115 prescreen assessments, 1,538 information and referral calls, 470 diagnostic assessments and 713 crisis intervention services.
- The Pathways Program, which manages vocational cases, has received 95 referrals generated by Coleman staff. This program helps clients successfully find jobs.
- The first annual Trumbull County fundraising event, "Uncork for a Cause," was successfully held. The money raised will be used for medication and transportation vouchers to assist 400–500 people.
- Working in partnership with Valley Counseling, Community Solutions and Burdman Group on a SAMSHA (Substance Abuse & Mental Health Services Administration) grant to serve persons with a dual diagnosis. This helps to offset costs for the indigent population in the county.
- Tammy Weaver, Chief Officer in Trumbull, was selected as a finalist for the prestigious Athena Award. The award chooses one professional woman in the Mahoning Valley who demonstrated professional leadership and support in their community.

Where we're going (Fiscal Year 2010)

CBH-Trumbull will be negotiating contracts with Trumbull Memorial Hospital and closely monitoring the non-Medicaid budget. Creative programming and collaborations will be key in serving more people in need, while working with limited funding.



*Energy
created and
not merely
consumed.*




Coleman Access Services provides adult, child and adolescent mental health crisis intervention services on a walk-in or telephone basis 24 hours a day, 7 days a week to persons in Portage, Stark and Trumbull counties. Access Services consist of an intensive clinical evaluation or screening. Services include consultation and referral, crisis intervention counseling and support, emergency mental health assessments, and new client enrollment.

Where we've been (Fiscal Year 08-09 Highlights)

- Access Services was awarded a \$30,000 contract for its administration of the CARES (Child Abuse Reporting Emergency Services) program, which includes operating an after-hours, weekend, and holiday child and elder abuse reporting telephone line.
- Access Services assisted with numerous hospital diversion cases which led to under-usage of allotted state bed days, allowing for a significant refund to Portage County.
- Partnered with Portage County Mental Health and Recovery Board to present two Crisis Intervention Training (CIT) courses and one CIT for Educators course.
- Access Services completed 2,766 pre-screens and diagnostic assessments, 3,265 phone screens for agency intake, and 5,071 phone crisis supports.

Where we're going (Fiscal Year 2010)

Coleman Access Services will train all staff in the core competency model of evidence based practice for suicide assessment training. A partnership will be developed for a suicide prevention grant as well. Access also plans to expand its Crisis Intervention Training course into the university setting in FY10.



*Simple tools
can produce
astounding results.*



Coleman Adult Day Services (CADS), located in Ravenna, provides a medical model of daytime care in a social setting. Services include medication management, recreational and therapeutic activities, assistance with personal care needs, meals, on-site therapy services, whirlpool bathing, incontinence care, and quarterly visits from a podiatrist.

Where we've been (Fiscal Year 08-09 Highlights)

- Contracted with Atlas Rehab & Wellness Center to provide on-site physical, occupational, and speech therapies.
- CADS gained approval from the Area Agency on Aging to provide adult day services at the "Intensive Level" for consumers funded by the Ohio Medicaid Waiver, PASSPORT.
- Contracted with ODMRDD to provide adult day services to consumers receiving Medicaid waivers.

Where we're going (Fiscal Year 2010)

In FY2010, Coleman Adult Day Services will begin operation of a second Adult Day Services site on the campus of Anna Maria of Aurora. This will be the first expansion of the adult day services program since its inception.



*Life is
not measured
by time alone.*

Coleman Consultation Services provides professional advice to nonprofits, for-profits and government entities, mainly in the following areas: revenue generation and governance, leadership development, operations management, and residential and therapeutic compliance services.

Where we've been (Fiscal Year 08-09 Highlights)

- Coleman Consultation Services had record setting sales for the fiscal year topping \$111,687 in gross sales, and achieving a net return of more than \$70,000.
- Residential planning and grant writing for Ohio County Mental Health Boards remained strong for the year.
- Coleman received a new contract to provide interim executive services and executive search services for a nonprofit mental health and addictions organization.
- New contract addressed organizational assessment for two nonprofits to create a new partnership with each other.

Where we're going (Fiscal Year 2010)

Coleman Consultation Services (CCS) expects to receive continued contracts covering CARF preparations, TAPS training, grant writing and residential assessments. CCS will hold workshop presentations on business plan writing, revenue diversification and strategic planning this year. The year will also see the exploration of market evaluation for nonprofit assessments of mergers and acquisitions.



*Leveling
the playing
field.*



Coleman Data Solutions, located in Akron, provides solutions to data entry, document conversion, data management and storage requirements for any size company. The organization is the largest data management company in Ohio to incorporate skilled disadvantaged individuals into the workplace, winning several local, regional and national awards.

Where we've been (Fiscal Year 08-09 Highlights)

- Coleman Data Solutions focused its 08-09 efforts on the school systems and nonprofits markets.
- Data Solutions became certified in the educational sector through MCOECN (Management Council – Ohio Education Computer Network) to assist in attaining contracts within the sector.

Where we're going (Fiscal Year 2010)

Coleman Data Solutions will embark in the process of positioning to be involved with Electronic Medical Records back file conversions. The process is becoming ever more popular within the medical field and could lead to substantial work in upcoming years.

*Degrees
of success.*



Coleman Wellness Solutions, headquartered in Kent, is regionally recognized as a superior full-service wellness, safety and training provider. Programs that improve workplace environment and efficiency include employee assistance programs (EAP), drug free workplace, wellness programming, smoking cessation, emotional intelligence and customized training in a variety of areas.

Where we've been (Fiscal Year 08-09 Highlights)

- Facilitated a nine month communications project for Job & Family Services of Cuyahoga County.
- Completed Drug Free Workplace trainings for 60 companies throughout Northeast Ohio.
- Welcomed two new EAP customers – Ametek Sealtron and Mobile Meals of Summit County.
- Facilitated Smoking Cessation programs for Anna Maria of Aurora and MP Biomedicals.

Where we're going (Fiscal Year 2010)

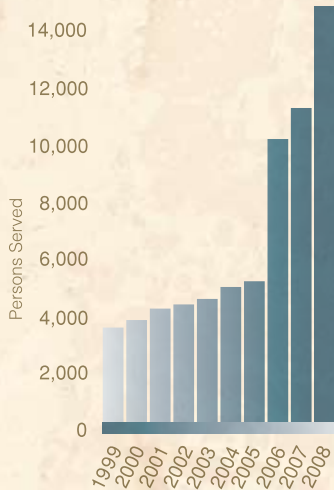
Coleman Wellness Solutions will add an additional staff member to help increase revenue with a goal of 20 percent by securing new wellness program customers and increasing a strong sales push into Cuyahoga, Summit and Stark counties. The organization will also work on methods to retain current customers at a 95 percent rate.

*Keeping
good health
and safety
a priority.*



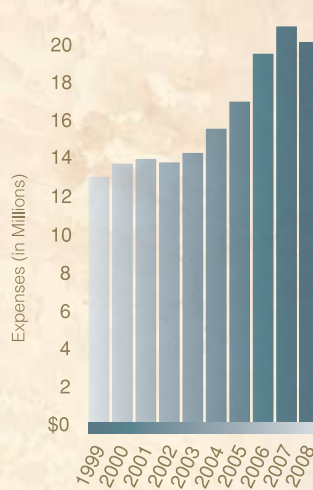
Financials

Total Persons Served



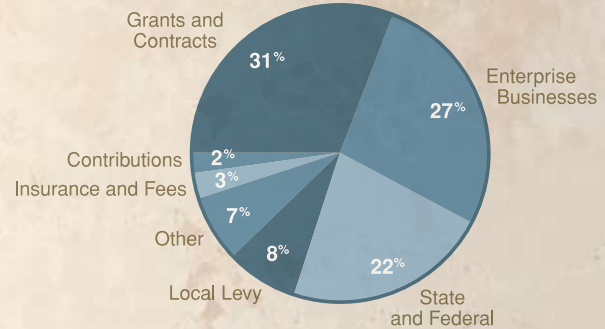
Total Persons Served in 2008:
14,888

Operating Expenses



Total Operating Expenses in 2008:
\$20,486,503

Revenues



"It is with great pride that Coleman Professional Services reports that our revenue increased in the fiscal year, while we managed to decrease our operating expenses for the year to \$20,486,503. Grants, contracts, levy and contributions increased from the 2007 operating year by \$290,529 or 3.7 percent. Coleman's social enterprises represented 27 percent of gross revenue, remaining of the largest revenue sources.

Coleman reported total assets of \$8,193,850 and net assets of \$3,173,791 for the fiscal year ending June 30, 2008."

Board of Trustees

Thanks for your dedication and support!



Front Row (left to right):

Sandra Ekstrand, Mount Union College
Julie Spalding, Medical Arts Pharmacy
Suzanne Frank, Kent City Schools
Mary Homer, Community Volunteer
Jackie Peck, The University of Akron
Kim Hamilton, American Medical Response
Ann Otto, The Otto HR Group

Back Row (left to right):

Pam Grimm, Kent State University
Susan Sammons, Robinson Memorial Hospital
Laurie Knuth, Kent City Schools
Elizabeth Curtis, Community Volunteer
Joe Vero, Community Volunteer
Shannan Ritchie, Cleveland Clinic Southern Region
Tom Freeman, Retired
Sabrina Christian-Bennett, Portage Path Title Agency
Tom Sly, Hutsler & Sly Insurance Agency
Gerald Kline, Kline Insurance Agency
Ron McDaniel, Buzzzoodle

Not Pictured:

Greg Selzer, Huntington Bank



Officers (left to right):

Ron McDaniel, Secretary
Ann Otto, President
Suzanne Frank, Vice President

Not Pictured:

Greg Selzer, Treasurer



Executive Office

5982 Rhodes Road
Kent, Ohio 44240

330-673-1347
800-673-1347
330-678-3677 Fax
www.coleman-professional.com

Accreditation and Licenses

CARF, the Commission on Accreditation
of Rehabilitation Facilities

Ohio Department of Mental Health

Ohio Department of Health

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