



COLEMANSM

Professional Services

Fiscal Year 2010 Report

Highlights and Achievements

Coleman Professional Services has a long and distinct history of providing service to those in need. Over the years, Coleman Professional Services has grown from serving strictly the Portage County area to helping those with mental health needs in four different counties. Each year, we strive to accomplish more to continue to offer the services that our clients know and depend on.

Here are some highlighted achievements that were accomplished this year:

- Coleman's Social Enterprise Model is making a large impact on subsidizing its clinical programs. Both Coleman Data Solutions and Coleman Consultation Services are providing strong financial results, in addition to employing people with disabilities.
- Although cuts from our mental health and recovery boards, totaling more than \$500,000, have taken place, staff and management re-examined how to be most cost efficient to avoid reducing services for people who needed them most.

- Seven members of the Board of Trustees traveled to Washington, D.C. to discuss and address issues including behavioral health legislation with elected officials in Congress, serving as true advocates for people with mental health and addiction challenges.
- Through a new partnership with QoL Pharmacy, Coleman now has pharmacies at each of its key service locations, which leads to improved medication management for clients.
- Management has developed a new Balanced Scorecard to align business units with corporate direction. A new customer satisfaction survey was started and recorded as part of the process.
- Coleman's properties and service locations now have a completed Regional Pandemic Plan.
- Coleman Adult Day Services opened a new location in Aurora in January.
- Kids 4 Coleman, a community group, raised more than \$6,500 for Adult Day Services through their fundraising initiatives.
- Coleman Behavioral Health – Stark held first annual J.O.B.S. event and raised \$3,400 for the employment and vocational needs of our clients.
- Coleman Behavioral Health – Trumbull opened Crossroads in April to provide a permanent supportive living environment to 12 formerly homeless women.
- The second annual "Uncork for a Cause" raised over \$3,000 for the urgent medication and transportation needs of Coleman's clients in Trumbull County.

During our history, Coleman Professional Services has been honored by receiving multiple awards from many distinguished organizations. We hope to not only meet our customers' expectations but to continually improve the lives of people we serve.

Honors and awards received by Coleman Professional Services in 2010:

- Coleman was awarded a \$403,000 Ohio Recovery Vocational Rehabilitation Grant from the president's American Reinvestment and Recovery Act that will be used to offer a full menu of mental health and vocational rehabilitation services to individuals.
- Coleman Residential Services was the recipient of a \$10,000 JP Morgan Chase grant to provide pre-vocational services to residents in Portage County, including job shadowing, training and aptitude testing.
- Coleman Professional Services has earned a renewed three-year accreditation for each of its behavioral health and employment units by the Commission on the Accreditation of Rehabilitation Facilities, which recognized Coleman for its individualized and quality services.
- Coleman Behavioral Health – Portage County received vocational rehabilitation stimulus grant and will implement extended employment services for persons with disabilities.
 - Awarded a contract with both Kent City Schools and Rootstown Local School District to conduct counseling services for students.
 - Awarded a contract with North East Ohio Community Alternative Program for psychiatry.
 - The Walter Capling Apartments opened in November 2009 and were fully occupied with 11 previously homeless tenants by January 2010.
- Coleman Residential Services – Portage County was awarded a \$4,968 United Way grant to fund additional bed days in our Crisis Residential Unit for homeless individuals with mental health needs.
- Coleman Behavioral Health – Stark County received Ohio Department of Alcohol and Drug Addiction Services certification, which allows the provision of out-patient drug and alcohol treatment.

- Coleman Behavioral Health – Trumbull County received a contract from the Trumbull Metropolitan Housing Authority to provide case management services for its Youth Build Program.
 - Secured a contract with the City of Warren to provide homeless prevention and rapid re-housing assistance for persons with a mental health disorder living in the city.

Coleman Professional Services' 2009 Board of Trustees and Advisory Boards are listed below.

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Coleman Professional Services

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