

I am Coleman

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A Note from Nelson

During my 22-year tenure at Coleman, I've seen the ups and downs of the health care system in our country. Two concerns in particular have always plagued me: the unaffordable cost of health care and inconsistency in the care of behavioral health patients.

As Coleman has grown and changed, we found that by regionalizing our behavioral health care services into more Northeast Ohio counties, we are able to address those issues. Throughout this newsletter, you'll learn more about the benefits of regionalized behavioral health care. The following story of my personal experience is an example.

While working at Coleman Access Services one Saturday, I welcomed an older man who was quite disoriented. He explained to me that he ran out of medication one week ago, had some mental health problems and was hoping he could get some help. I acknowledged that he came to the right place and introduced him to one of Coleman's access professionals.

It was then that I realized what a wonderful resource we have for our residents – virtually a 24/7 walk-in emergency access center for adults, families and children with mental health problems.

Coleman's success in Portage County has prompted a number of regional partnerships and projects, and we have since expanded our services into five counties. The true value of having a regional system of service is our ability to reproduce our effective services to help more neighbors in need.

While the number of people suffering with behavioral health challenges far exceeds the facilities available to them, each of Coleman's 400 employees has made a commitment to improving the lives of children and adults in Northeast Ohio, regardless of the challenges.

Nelson W. Burns

President and Chief Executive Officer
Coleman Professional Services



Slipping Through the Cracks

Regionalized behavioral health care is picking up the pieces

Regionalization is a popular word lately in Northeast Ohio. The Cleveland-Akron-Canton-Youngstown region is merging its resources for everything from tourism to young professionals groups.

While new regionally-themed organizations are popping up all over the area, Coleman Professional Services has been leading the charge in regionalized behavioral health care over the past four years. After 20 years of service in Portage County, and receipt of multiple local, state and national awards to recognize the success of its programming, other counties began to seek out Coleman to fill the void in their communities.

Since 2004, Coleman Professional Services has opened behavioral health and rehabilitation facilities in Stark, Trumbull, Summit and Medina Counties while continuing to expand services in Portage County.

Coleman offers a variety of services including mental health, addiction and employment services to children, adults, families and businesses.

Coleman's regionalization goals entail more than just trend following. Experience has shown that continuity in treatment under the same model helps to unite the best practices in the region, allowing customers to be served more seamlessly, in turn producing more successful results.

In the past, the numerous

small organizations serving the communities' behavioral health needs operated under different treatment models, which caused a problem with continuity in care for individuals needing treatment. Under Coleman's care, customers from any of the five counties in Coleman's footprint will be treated according to Coleman's established best practices, alleviating lapses in records, treatments and results.

As Coleman spread into five Northeast Ohio counties, it invested in an electronic medical records system that allows any Coleman employee with proper permissions to access client records 24-hours-a-day from any Coleman location in order to provide immediate and accurate care to customers.

Coleman Access Services, which fields 24/7 emergency calls from all over the region, can immediately pull the appropriate client record from the system and use their connections with service providers and facilities in the surrounding areas to offer care options that best fit the needs of the customer. With regionalized services, Coleman can work with customers to improve continuity of care when relocating or when seeking care after an emergency hospital admittance.

Coleman's regional expansion has allowed it to keep health care costs low, as well as increase availability of resources to Northeast Ohio customers in need. The goal of Coleman's regional growth is modeled after its mission: to improve more lives.

What's New?

Success in the Smoke Free Program

Eight employees at Trexler Rubber in Ravenna recently completed the seven week "Freedom from Smoking" class, offered and facilitated by Coleman Wellness Solutions free of charge through a grant received from the Ohio Tobacco Prevention Foundation. Trexler Rubber committed to assisting employees in becoming non-smokers by entirely funding Nicotine Replacement Therapy and prescription medication, if participants chose those options. The implementation of the program was spearheaded by Trexler HR Manager, Jim Oster. To date, five of the eight participants remain "smoke-free."



Employees at Trexler Rubber who have participated in the Smoke Free Program.

Grant award provides juvenile group therapy

Coleman Professional Services recently received \$17,392 in grant support from Ridgecliff Foundation for a "High-Risk and At-Risk" Juvenile Behavioral Health Support Program. This year, additional funding of \$6,900 was awarded to Coleman to expand programming to include topic-specific group therapy sessions for aggressive behaviors. This grant provides continual funding assistance for case management and services for high-risk youth involved in the court systems in Portage County.

New facility offers more opportunities

A new computer skills training facility for Coleman Employment Services has been providing an enhanced workspace over the past few months for Coleman employees and customers. The facility, located on Arlington Road in Akron, is approximately twice the size of the previous space used, allowing more people who are employed with Coleman Data Solutions to train in this new facility. With a closer proximity to the bus stop, the new facility offers better accessibility, especially during the winter months. Most Data Solutions employees average four to six months of training in data entry and office skills.

Overcoming My Obstacles with a Little Help

I'm not the type of person who likes to complain about my life. I know that a lot of people have had it much harder than me. But, I'm also not embarrassed to say that it hasn't always been easy for me either, and it's taken the help of other people to get me where I am today. And many of those people work at Coleman.

I was fortunate enough in my life to serve our country in a time of war, get married and see my daughter grow up. Even though being a veteran comes with tough memories, and I've gotten a divorce, I've also enjoyed a long life in Northeast Ohio and 30 years with my daughter.

I started out at Coleman more than ten years ago, when I began seeing a doctor for psychiatry services. I made sure to work hard to stay on track and follow their recommendations. Keeping up with my appointments, especially during the toughest spots in my life, wasn't always easy, but I'm really glad that I did.

Not too long after I started with my appointments, I found myself in need of a home. I struggled because of my illness and was close to being homeless. My counselor at Coleman told me about the Residential Services that were available for me through Coleman.

For the past ten years, I've been living in a Coleman Residential apartment of my own. It's great because the staff helps me with the daily things that I struggled with when I was on my own. And, my daughter can come to visit me and we can spend time together at my place.



I'm 60 years old now, and wanted to have a place to go during the day where I could be with other people. So, for the last two months, I've been spending two days at week at Coleman Adult Day Services in Ravenna. Since PARTA goes right to the Adult Day building, I can just take the bus from my place over to Adult Day and back.

The people there are really nice and helpful. They also plan a lot of activities for us, so I really look forward to the days I spend there. Since I'm doing a lot better now, I only have to go to my psychiatry appointments twice a year, just to make sure I'm still on track. I'm proud to say I am.

This is the happiest I've been in a really long time, and I know it has a lot to do with the three different Coleman companies that have helped me. My life isn't always easy, but Coleman has helped me to do a good job at overcoming the obstacles. *☺*

Based on a true story of a Coleman Behavioral Health, Coleman Residential Services and Coleman Adult Day Services customer.

The Facts

Coleman Professional Services serves more than 10,000 people in five Northeast Ohio counties annually with a multitude of services.

- Behavioral health and rehabilitation services
- Employment services
- Wellness services for businesses
- Mental health services and residential services for adults with severe and persistent mental illness
- Career skill services and job opportunities





Housing for Homeless Across Ohio

A major need of the population suffering from mental illness is for safe, affordable housing. Some estimates show that more than half of homeless Americans are persons with some form of mental illness. Recognizing this need, Coleman has been operating Coleman Residential Services since 1982, when it opened a 12-bed home in Portage County for adults suffering from severe and persistent mental illness and receiving treatment from Coleman.

Coleman Residential Services has been recognized on the national level by the Department of Housing and Urban Development as being a leader in the field in housing development and operations for persons with mental illness. Coleman is one of four organizations in the nation to be chosen by HUD to be the subject of research in best practices for provisions of service to rural homeless populations.

As Coleman's knowledge of best practices in the housing industry has grown, it has been able to reach out and offer its professional insights across the state through Coleman Consultation Services. Other counties and behavioral health organizations in need of

residential recommendations for their homeless and mentally ill populations have sought Coleman Consultation Services to establish their own programs.

As a result of these consultations, Coleman is able to integrate its residential services across the state and help other organizations establish their programs through grant writing and securing contracts with housing planning. The service provides guidance and direction to the customers, enabling them to move forward with their projects by accessing funding and learning about operation and management of residential facilities.

Aside from providing insight to other organizations, Coleman Consultation Services also gives them the tools, experience and empowerment to continue establishing relationships with landlords and housing authorities, and to develop partnerships to leverage additional dollars for communities trying to provide adequate housing units for their residents in need.

The fight against homelessness is ongoing, but Coleman will continue to lead the way in our region by funding and developing beneficial residential projects and programs. ☞

Number of Uninsured in Ohio Continues to Rise

Subsidized care can help reverse the alarming trend

The continued rise in the number of Ohioans who live without health insurance, especially mental health coverage, has been cause for great concern among the public and government officials alike.

U.S. Census data released in August 2006 found that the number of uninsured Ohioans increased from 1.3 million in 2004 to 1.4 million in 2005. The Ohio Family Health Survey completed in 2004 found that 23.3 percent of adults lacked mental health coverage, especially those receiving Medicaid.

The outlook for this increasingly growing population is bleak in many cases. But, for those living in Coleman Professional Services' regional footprint, which includes Portage, Stark, Trumbull, Medina and Summit counties, there is still hope.

Coleman's long-time niche in the behavioral health care market is serving the underinsured and uninsured in its communities. Each year, Coleman is able to subsidize hundreds of thousands of dollars of behavioral health care for those who couldn't otherwise afford it.

In order to provide these much-needed subsidized services to the community, Coleman has found a number of ways to generate funds. In some counties, levy monies pay for a portion of the services. Coleman's four enterprise companies also help to generate extra funding. However, the major contributions that pay for these services come from the Annual Fund drive held each fall by Coleman Foundation.

For more than a decade, Coleman employees and the community have donated generously to the Annual Fund in order to provide Coleman Professional Services with the unrestricted funds it needs to subsidize behavioral health care for the uninsured.

Gifts to the Coleman Annual Fund reach those in need in five Northeast Ohio counties. If you would like to help Coleman provide a continuum of care for the uninsured in our community, please visit www.coleman-foundation.com or call 330-676-6876. ☞

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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's foundation and four enterprise companies produce more than 40 percent of the company's funding for its award-winning programs.

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

Programs

COLEMAN™ Behavioral Health

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

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™ Employment Services

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

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Provides companies and organizations with document management, including data processing, storage and imaging services.
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