

I am Coleman

A quarterly publication of

 **COLEMAN**
Professional Services

A Note from Nelson

It is with great pride and high aspirations that I announce the year 2008 marks Coleman Professional Services' 30th anniversary. Coleman began in 1978 when two non-profit organizations merged, one serving adults with chronic mental illness and the other serving children, adults and businesses being challenged with mental health and rehabilitation problems. I believe our most significant accomplishment in these 30 years has been the quality of care that we have provided in our five county region by staying true to the services offered since our first day.

Since our inception, Coleman has continually addressed the capacity of a person with chronic mental illness to be integrated into the community – to recover. A person with chronic mental illness can now live, work and socialize as any other member of our community would, through the range of Coleman services that provide the opportunity to maximize recovery and contribute in society.

As I dream of what Coleman will look like in another 30 years, two New Year's resolutions for our community come to my mind. First, to continue educating the public about the facts associated with mental illness, particularly the ability of people with the disease to recover and assimilate into our community. Second, to improve access to all necessary services regardless of the customer's ability to pay. As the need for services grows, we need to continue to develop improved ways of funding the services so those in need can receive the treatment that is best for their recovery.

Coleman has been successful for three decades because of your support. I sincerely thank you for your kindness and ask that you continue forward with us in our mission to improve the lives of people in our community.

30th
Anniversary
1978–2008

Nelson

Nelson W. Burns
President and Chief Executive Officer



Opening Doors to Recovery

Reducing stigma surrounding behavioral health care

American society and pop culture are not always allies of the behavioral health community in this country. In the not-so-distant past, the diseases associated with mental illness were deeply shrouded by stigma that included negative language and perceptions.

Many Americans were, and still are, quite uneducated about what mental illness actually means, who suffers from it, how it affects a person and family, and proper courses of treatment. The unfamiliarity with behavioral health has led to deep-seated negative opinions about the illness, and has also kept many people from seeking the help they may need.

Coleman Professional Services is working regionally to reduce stigma around mental illness on a number of levels. However, one program in particular has unexpectedly and inadvertently sped this process for those most intimately affected. Coleman operates a program called Coleman Access Services which provides around-the-clock evaluation and emergency access to behavioral health help for children, adolescents and adults in Portage, Stark, Medina and Trumbull counties on a walk-in or phone basis.


Chief officers of Coleman Behavioral Health, particularly in Stark, Trumbull and Portage Counties, have found that Coleman Access Services' 24/7 phone service has provided persons interested in learning more about behavioral health services an anonymous

and non-committal avenue to gain information.

Frequently, people who feel behavioral health services could benefit them or their loved one are unsure where to go for trusted and accurate information. There may also be a fear of being associated with mental illness that makes people uncomfortable walking into a behavioral health care provider as they would for a common cold. In Stark County, calls to Access Services have skyrocketed since a number of other behavioral health care providers have ceased to provide services.

A call to Coleman Access Services provides the caller with access to emergency behavioral health services if necessary, but also an avenue to speak with trained experts and learn more about possible services and treatments that are involved with behavioral health care. Experience has shown that once someone has the chance to "test the waters" without fear of commitment or recognition, they are much more likely to respond positively to the need for behavioral health services for themselves or their loved one.

If you or someone you know would like more information about behavioral health services available in Northeast Ohio, please contact Coleman Access Services at 877-796-3555 or www.coleman-access.com.

Through Coleman Access Services and many other programs, Coleman Professional Services is working to open the doors to recovery by reducing the stigma surrounding mental illness and helping more neighbors in need. 

What's New?

Coleman names new CFO

Ben R. Dabbs III, CPA, CITP, CBM, has been named Vice President and Chief Financial Officer for Coleman Professional Services. His career goals include helping to increase Coleman's bottom line in order to produce more services, sustain the organization as a whole and keep it growing for the future. Ben has 20 years of military service in the U.S. Navy including serving as a Command Drug and Alcohol Advisor. Dabbs is currently the President and Chief Executive Officer of an accounting firm, Abacus Consulting, Inc., in Brecksville. He plans to remain with Abacus in an advisory capacity. He is also a board member on the Medina County MRDD. We are pleased to welcome Ben to the Coleman family.

Freeman Fund benefits uninsured community



Tom and Mimi Freeman

The Freeman family established an endowment with Coleman Foundation in 2005 to provide support to the growing number of families who seek services from Coleman Professional Services but do not have insurance or public support to pay for the cost of behavioral health or recovery care. Since 2005, Coleman has provided over \$1 million in uncompensated care. After the recent passing of Mimi Freeman, a generous amount of memorial funds have been donated to this endowment on her behalf. The goal for this fund is \$250,000. If you are interested in donating to the fund to support uninsured in need of services, please visit www.coleman-foundation.com.

Coleman partners with Trumbull Memorial Hospital

Coleman Behavioral Health and Trumbull Memorial Hospital in Warren have formed a partnership for behavioral health emergency screenings. Coleman will complete initial screenings for the hospital's Center for Emergency Medicine. Coleman will respond to the request for an assessment within 30 minutes to complete all screenings on an individual basis. After the screening, Coleman will recommend treatment options. Short-term intensive case management services are also available to customers through Coleman Behavioral Health.

24/7 Crisis Help: 877-796-3555

Finding Work. Finding Freedom.

My battle with Tourette Syndrome

The physical symptoms of my Tourette Syndrome began when I was just a teenager. I painstakingly remember many days when my classmates used to make fun of me at school before my diagnosis was known. A couple years later, my symptoms were eventually diagnosed as Tourette's. I was put on a medication called Haldol, and I almost did not make it through my first semester of college. I decided to drop out of school shortly into the year. I thought it was my only option at the time. However, through family encouragement and support, I was fortunate to graduate a few years later and earn my bachelor's degree.

My Tourette Syndrome is a biologically based, neuropsychiatric disorder that includes involuntary movements and sounds called tics. My symptoms started with head jerking and escalated as I grew older. I also developed vocal tics such as whoops, spitting and using curse words. Social events and contact with new people were very difficult for me because people were not as friendly or accepting once they noticed my physical symptoms. After many years of undergoing trial and error with medications, it brought me to a point where the tics are a lot less severe, less frequent and easier to suppress. However, even with a greater sense of control, I still found my potential employers were less accepting of my involuntary outbursts.

At my previous jobs, even if I was able to get through the interview process, sometimes the job only lasted a day. I have also been asked to leave agencies where I went for help because people saw

me behaving strangely. With the combination of being on welfare, having elderly parents, and being behind on my payments for my bills, I was getting very frustrated with my life, even though I usually am a very positive person. After experiencing multiple job losses, I was put in contact with the Ohio Rehabilitation Services Commission's Bureau of Vocational Rehabilitation. At RSC's Canton office, I began working with a counselor who was very caring and introduced me to a company in Akron called Coleman Data Solutions that is happy to hire people with disabilities.

I have now been successfully employed for more than two years with Coleman Data Solutions as a data entry specialist. When I first interviewed with the staff at Coleman, they recommended a home-based position may be most suitable for my particular disease so my tics would not impact other employees. However, to avoid delay in my employment, they were able to set me up in a separate office at their job site instead to help with my vocal outbursts. Coleman Data Solutions makes a point of hiring people with disabilities and offers a workplace where people with and without disabilities can work in unison. Coleman is happy with my performance and has awarded me for my regular attendance. My co-workers have welcomed me and embraced my personality persevering over my disability. I am so grateful for this job, because my colleagues here at Coleman have become my second family. ☺

Based on a true story of a Coleman Data Solutions employee.

The Facts

- Mental illness is a disease – just like cancer or heart disease. It can be treated successfully.
- Mental illness includes diseases such as: major depression, anxiety disorder, panic disorder, bipolar disorder, obsessive-compulsive disorder and schizophrenia.
- Only one-third of the estimated 10 million people who suffer from clinical depression each year receive help.
- Medical treatment could help 80 – 90 percent of the untreated patients.



A form of mental illness strikes one in four Americans.



Support and Training Bring Meaningful Employment within Reach for Disabled

Anyone who has pounded the pavement looking for work would agree: a job search is a job itself.

Imagine what a person with mental illness would have to overcome to complete the basic tasks of a job search. The self doubt, lack of support from peers and family, and worries over qualifications can hinder a person with a mental illness on a much greater level than someone without a disability.

Employers may also have reservations about hiring an applicant with a mental illness. Common misconceptions imply they are not good workers, not committed and a mental health issue can translate into physical health issues that will cost the company money.

Fortunately, organizations like Coleman Employment Services operate under the philosophy that anyone with a mental disability can and *should* work, and will thrive in an environment where he or she has a goal and a purpose.

Coleman Employment Services trains and matches mentally challenged individuals with employers in five Northeast Ohio counties. A large number of clients are hired by

Coleman Data Solutions, an Akron-based data management and document storage firm that employs 200 people.

Coleman Data Solutions has created a fully integrated workplace where 60 percent of its employees are mentally or physically disabled individuals who work in unison with non-disabled employees. This award-winning model remains successful because of specialized training, support from on-site job coaches and staff diversity training.

Companies like Coleman Data Solutions can benefit just as much as the employees from maintaining an integrated workforce. Many employers receive tax credits for employing a worker who is referred by vocational rehabilitation agencies like Coleman Employment Services.

With a win-win support system from groups like Coleman Employment Services and Data Solutions, opportunities abound for people with disabilities to share their talents, continue recovery and contribute positively to society. *☺*

Beyond Medical Benefits

Employers offer programs to help workers through personal issues

The post-industrial American work place saw changes that many workers may take for granted today.

Benefits like the 40-hour work week, paid vacations and health insurance came about from the realization that employees are not machines, and need some allowances to be human. So it's no surprise more employers are including Employee Assistance Plans (EAPs) in benefits packages.

EAPs, such as those provided by Coleman Wellness Solutions, were introduced in the U.S. after World War II as employer-paid benefits that assist employees in solving problems that affect their personal lives and performance on the job. Personal issues such as divorce, financial stress, death of a loved one and other issues at home can make their way to the office or plant floor and negatively impact productivity and relationships with co-workers.

Employers are realizing a temporary bad spell doesn't necessarily translate into a bad employee. Through services like Coleman Wellness Solutions' Employee Assistance Program, employees have access to confidential, professional help in dealing with personal issues that may become barriers to a healthy work life.

When seeking professional assistance and treatment is encouraged by employers, troubled employees are often much more likely to reach out for help without fear of negative ramifications in the workplace.

Fifty-two corporations, non-profits, government and other organizations in Ohio and Pennsylvania offer their employees EAP benefits through Coleman Wellness Solutions.

Other Wellness Solutions support services include Emotional Intelligence, which spurs employees to be more engaged, productive and innovative; Drug-Free Workplace Programs; Smoking Cessation; and Legal, Mediation and Financial Services. More information is available at www.coleman-wellness.com. *☺*

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Thank you for your dedication and service!

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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 three 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

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.
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CARF, the Commission on Accreditation of Rehabilitation Facilities
Ohio Department of Mental Health
Ohio Department of Health
In association with Portage, Medina, Stark, and Trumbull County Mental Health Boards

www.coleman-professional.com

F: 330-678-3677
800-673-1347
330-673-1347

Kent, Ohio 44240
5982 Rhodes Road

Executive Offices

Beyond Medical Benefits

My Battle with Tourette Syndrome

Opening Doors to Recovery

In This Issue

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