

# I am Coleman

A quarterly publication of

**COLEMAN**  
Professional Services

## A Note from Nelson

As the economy continues down a path of uncertainty, one area that is squeezed from both ends is behavioral health care. BH providers are experiencing cuts in funding, while the number of persons in need of services continues to rise due to the stress of the economic situation.

As the severity of the situation increases, you – our supporters – have been the light at the end of the tunnel. It is with the most sincerity that I thank each of you in Stark and Portage counties for your vote of support to continue the mental health and recovery levies in both counties. Both levies passed, meaning that the important funding we receive from the levies will not be cut off. This helps ensure that we can continue to provide the high quality of care to our consumers.

During difficult times, we often see an influx of people in need of behavioral health services. Each customer at Coleman has different patient care needs. Therefore, our staff prepares personalized disease management plans for every recipient of services at Coleman. Throughout this newsletter, you will read more about the detailed care associated with disease management plans.

This intense level of care, a best practice in health care, causes both time and financial strain on our resources. If you would like to assist Coleman in its efforts to provide first-class care to our neighbors in need, please consider a gift to Coleman Foundation through your I.R.A. To learn more about giving through your I.R.A., or any other type of gift to assist Coleman, please contact Coleman Foundation at [www.coleman-foundation.com](http://www.coleman-foundation.com) or (330)676-6876.

Thank you for your concern and support of Coleman services in our community.

**30<sup>th</sup>**  
Anniversary  
1978–2008

*Nelson*

Nelson W. Burns  
President and Chief Executive Officer



## Disease Management

### *The importance of preventative care*

As health care systems in America continue to evolve, more and more providers are coming to understand that coordinated, transparent systems called disease management programs are the most efficient way to care for a person with a chronic illness, such as mental illness.

Disease management is defined as “a system of coordinated health care interventions and communications for populations with conditions in which patient self-care efforts are significant.” It is the concept of reducing healthcare costs and improving quality of life for individuals by preventing or minimizing the effects of a disease, usually a chronic condition, through integrative care.


There are three aspects of disease management that can be thought of as a three-legged stool, with no particular order to the “legs.” One – assessment and evaluation by a professional such as Coleman Access Services.

Two – self-education and self-help through sources like the websites of Web M.D., NAMI or Coleman Behavioral Health. Three – treatment or patient care. In the mental health field, the order of treatment is typically counseling, psychology then psychiatry with medication if needed.

A quality disease management program for an area of specialty, like mental illness, must also have a system to coordinate with the patient’s primary care physician. Too often, one doctor doesn’t know what treatments or recommendations another is making for a patient, causing issues with frequency of appointments, concerns over multiple medications, and expenses for the patient.

At Coleman, the diseases most often served are depressive disorders, bipolar disorders, anxiety disorders and schizophrenia, respectively. Each patient works with a counselor or psychologist to coordinate each of the three aspects of their specific disease management plan.

Many factors can influence a patient’s condition – the holiday season and winter are often difficult times for many; and the effects of stress, especially financial, can cause worsening conditions as well. Because we are in the middle of a challenging economic time and it falls during difficult months of the year in Ohio, many patients’ treatment intervention may be modified by their therapist or psychiatrist to help manage the effects of these external stressors.

To learn more about the services available to someone who may need help diagnosing and managing their mental illness, visit [www.coleman-bh.com](http://www.coleman-bh.com) and select the community in which they live. 

# What's New?

## *Welsh Named New Chief Medical Officer*

Dr. Brian Welsh, board certified in adult psychiatry and with a sub-specialty in forensic psychiatry, recently began his new position as Chief Medical Officer for Coleman Professional Services. He has been providing outpatient psychiatry and serving as the psychiatrist at the Portage County Jail since being hired by Coleman in 2002.

Dr. Welsh did his psychiatry training at Indiana University Medical Center and a fellowship in forensic psychiatry at the Center for Forensic Psychiatry in Michigan. He has been a practicing psychiatrist for 12 years.

He was chosen because his clinical skills, involvement in the community, and contribution to clinical policy development will enhance Coleman's ability to deliver quality services.

## *Portage Crisis Intervention Team on National Stage*

The Portage County Crisis Intervention Team (CIT) recently traveled to Atlanta to present "Little County, Big CIT" at the National CIT Conference. The national program seeks to educate police officers about mental health, how to work with mental health clients in crisis, and how to collaborate with mental health systems when an emergency occurs.

Portage County's nationally-recognized CIT, which includes three Coleman employees, has helped bridge the gaps between the police departments and the mental health agencies - giving the officers the necessary skills and information to help community members get linked to treatment, instead of having charges pressed.

## *ATLAS Rehab and Wellness Partners with Coleman*

Coleman Adult Day Services in Ravenna, which offers affordable daytime programs designed for adults whose lives are challenged because of limited or diminishing physical, social or cognitive abilities, has recently welcomed ATLAS Rehab and Wellness Center into their facility to provide outpatient rehabilitation therapy services. As a tenant in the building, ATLAS offers occupational therapy, physical therapy and speech therapy to clients at Adult Day Services as well as the general public.

24/7 Crisis Help: 877-796-3555

# Back on Track

At 14-years-old, I was a pretty average teenager. I was involved in the school choir and band, and I liked spending time with my friends and family. But, everything changed the day that I came home and found out that my parents were getting a divorce.

I know most teenagers would have a hard time with that news, but I was totally devastated and I just couldn't handle it. My mom had already been going to counseling sessions at Coleman Professional Services, so I decided that I would go with her and my sister to family counseling. Those sessions were going pretty well, but I just knew that I needed some individual help, too.

Not long after I found out about the divorce, I started having horrible mood swings and I became very suicidal. When my counselor learned about this, she recommended that I go to see Dr. Pacer, who is Coleman's child and adolescent psychiatrist. Dr. Pacer soon diagnosed me with Bipolar Disorder.


I was afraid because I didn't understand what that meant, but he helped me learn that it is a brain disorder that causes unusual shifts in my mood, energy and ability to function properly. I was prescribed medication to go along with my psychiatry sessions.

The medication really helped me clear

my thoughts. I was having a hard time concentrating in school and it was making everything difficult for me. But once I got on meds and started focusing hard during my therapy sessions at Coleman, Dr. Pacer and I began to work through my depression and suicidal feelings. He helped me to understand that I had other choices besides suicide. He encouraged me to do something I enjoyed, so I started listening to music and writing poetry at home.

Eventually, I started being able to concentrate better in school and my grades improved a lot, which made my mom feel better, too. Before my therapy, I used to keep to myself, but my sessions helped me become more outgoing and social. I made more friends and enjoyed school and the weekends a lot more than ever before.

I would say my experience at Coleman has been very successful. Everyone that I've worked with has been really helpful and very friendly to me. I don't think I'd feel anything like I do today without their help - I wonder if I would even be here to talk about it.

Now, I'm in my senior year of high school and I feel ready for whatever happens in my life. Thanks to Coleman, I know I'm much better prepared to deal with difficult situations, no matter what. 

*Based on the true story of a Coleman Behavioral Health-Portage client.*



# The Facts

## Recognizing Dementia and Depression in Senior Citizens

Older adults have their own unique behavioral health challenges and treatments.

Signs and Symptoms:

- Depression: Sadness, fatigue, loss of interest in hobbies, weight loss, loss of appetite
- Dementia: Changes in mood and behavior, significant confusion, memory loss, difficulty performing everyday tasks, communication problems, becoming lost in familiar places, exhibiting poor judgment

Dementia often presents itself when a patient has another illness, such as Alzheimer's. It is best for those displaying signs of depression or dementia to have a geriatric assessment.

Signs of depression or dementia can be seen due to the interaction of medications, so it is important to be assessed by a physician on the onset of these symptoms to find the true cause.

For information, please visit [www.Nami.org](http://www.Nami.org) or [www.alz.org](http://www.alz.org).



# Helping Troubled Youth

## *Disease management for children*

Parents inevitably want the best solutions for their children's problems, but when behavioral health issues are the problem, many parents struggle to find and understand the best methods for helping their child. Making a good decision rests on being aware of the treatment approach of the professionals you are working with and examining their knowledge of the best practices available in the field today.

The professionals at Coleman Behavioral Health believe that treating behavioral health problems requires people to develop skills to manage their issues and use these skills to pursue success in their own environment. Finding ways to interact and enjoy school, family and friendships are important goals leading to recovery in youth. Families play a critical role in helping their children grow and overcome their behavioral health problems.

Coleman bases its disease management services for children on three key components: assessment, education and effective treatment interventions. Each of these components builds on the others to create an opportunity for lasting recovery.


Assessment of a child's behavioral health problems is the first component. Professionals will gather information from parents, children and other caregivers to arrive at a diagnosis and recommendation. This is an important task, as it sets the stage for choosing the interventions that match the problem. In some cases, psychological tests and behavior checklists may also be used to help assess the problem.

Once a proper diagnosis is obtained, parents and children should expect to



learn more about the disorder. This is very important since it places the child and the family in the driver's seat in terms of understanding and developing ideas to help the child succeed. Parents are the most important member of a child's treatment team and, without education about the problem, the professionals assisting in the child's care would have little to go on.

Treatment recommendations vary depending on the problem identified. The staff at Coleman is constantly engaged in monitoring the quality and effectiveness of the care that is being provided. They regularly study and learn about best practices for treatment leading to positive results, and apply them to their clients.

The services offered at Coleman are guided by a recovery philosophy including the belief that people served have capacity, capability, strengths and motivation to change and grow. If you would like to learn more about behavioral health care for youth, please contact Coleman at 330-673-1437 or visit [www.coleman-bh.com](http://www.coleman-bh.com). 

# A Safe Home for Those in Need

## *Multi-tiered campaign funding new Franklin Apartments*

Safe and affordable housing is a basic human need – a need that Coleman Residential Services has been fulfilling since 1982, and continues to do so with the help of Coleman Foundation's Capital Campaign entitled "Touching Lives Changing Destinies."


The first tier of this multi-tiered campaign is designated to assist in rebuilding the current Franklin Apartments in Kent. The money raised through this campaign will be combined with a \$437,000 grant from the Ohio Department of Mental Health. This challenge grant will make it possible to replace the current housing units with 11 new one-bedroom apartments that house persons suffering with chronic mental illness.

More than 26 years after the first residential housing development was established at Coleman, Residential Services now provides secure housing for over 100 people through 60 housing units.

Thus far, Coleman Foundation has raised \$195,000 of a \$450,000 goal of money needed to collect the matching grant from the state for the project.

Residential care is one of the most fundamental and key treatments in patient care at Coleman. The ability to offer that aspect of care allows Coleman to holistically treat a greater number of clients.

Coleman Residential Services is recognized by the Department of Housing and Urban Development (HUD) as a leader in the field of housing development and operations for persons with mental illness.

If you would like to know more about Coleman Residential Services, please call 330-673-1347 or visit [www.coleman-residential.com](http://www.coleman-residential.com). To learn about the Foundation campaign, visit [www.coleman-foundation.com](http://www.coleman-foundation.com). 

## *Congratulations*

Coleman would like offer our congratulations to Helen Dix, on her receipt of the "Outstanding Philanthropist Award" granted by the Association of Fundraising Professionals (AFP), North Central Ohio Chapter. As honorary co-chair of the Foundation's campaign, "Touching Lives Changing Destinies," we congratulate you, Helen, and thank you for all you do!

## Coleman Professional Services Board of Trustees

*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 25 percent of the company's funding for its award-winning programs.*


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*Professional Services*  
Corporate division of the organization.  
[www.coleman-professional.com](http://www.coleman-professional.com)

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*Foundation*  
A philanthropic organization designed to raise money in support of behavioral health and rehabilitation services.  
[www.coleman-foundation.com](http://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](http://www.coleman-bh.com)

 **COLEMAN™**  
*Access Services*  
Provides 24/7 crisis help and access to behavioral health services and professionals.  
[www.coleman-access.com](http://www.coleman-access.com) or 877-796-3555

 **COLEMAN™**  
*Adult Day Services*  
Provides individualized daytime care for adults.  
[www.coleman-adultday.com](http://www.coleman-adultday.com)


 **COLEMAN™**  
*Employment Services*  
Offers vocational and employment services to individuals and companies.  
[www.coleman-employment.com](http://www.coleman-employment.com)

 **COLEMAN™**  
*Residential Services*  
Provides housing for the disabled and assistance in community apartment planning and support.  
[www.coleman-residential.com](http://www.coleman-residential.com)

## Enterprises

 **Coleman CONSULTATION SERVICES™**  
Assists mental health boards, businesses and nonprofit agencies in growth and development.  
[www.coleman-consultation.com](http://www.coleman-consultation.com)

 **Coleman DATA SOLUTIONS™**  
Provides companies and organizations with document management, including data processing, storage and imaging services.  
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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](http://www.coleman-professional.com)

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**Executive Offices**

**New Residential Apartments**

**Helping Troubled Youth**

**Disease Management**

*In This Issue*

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