



 **COLEMAN**SM
Professional Services

30th
Anniversary
1978-2008

2007 – 2008 Community Report

Table of Contents

Letter from the CEO	3
Who is Coleman	4
Awards & Accomplishments	5
Coleman Behavioral Health	6
Coleman Access Services	7
Coleman Adult Day Services	8
Coleman Employment Services	9
Coleman Residential Services	10
Coleman Consultation Services	11
Coleman Data Solutions	12
Coleman Wellness Solutions	13
FY07 Financial Report	14
Board of Trustees	15

Celebrating 30 Years of Support

Thirty years. To some it seems like a blink of an eye; to others an eternity. In the behavioral health field, 30 years has changed nearly everything. As an industry, we've taken fantastic strides forward in both scientific discoveries and methods of treatment.

Coleman has been working hard to make noticeable strides in the Northeast Ohio community since its inception in 1978. One of my proudest accomplishments is the working regional model that we've implemented within our organization. Our regional model allows us to better serve and support individuals and families with mental illness and rehabilitation challenges by working in effective partnerships with Mental Health & Recovery Boards in Trumbull, Portage, Medina and Stark Counties.

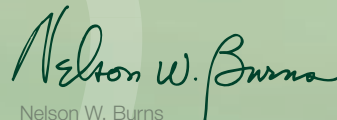
Because, in effect, we are providing services in five counties, but only staffing one headquarters, Coleman has been able to keep our administration costs at a nominal 12 percent, which allows us to place more of our public and donated dollars into mental health and rehabilitation services.

Our focus on the community we serve has garnered us a generous amount of local and national recognition for our

programs. Most recently, our residential housing services were recognized in "Envisioning Living Environments for People with Mental Illness," commissioned by the Margaret Clark Morgan Foundation.

As research continues to confirm that people with serious mental illness die, on average, 25 years earlier than the general population, Coleman is focusing our attention on community recognition of mental illness as a biological disease. Our efforts to reduce the stigma associated with the disease and educate the community about mental illness continue year after year.

Thank you for the support you've provided over the past 30 years. I hope you are as proud as I am of the accomplishments we've made together. I'm not sure you can even imagine how many lives have been changed by the care that you've helped Coleman provide. Our hopes are high for the next 30 years with your continued support.



Nelson W. Burns
President and Chief Executive Officer



Who is Coleman?

Coleman Professional Services has a history not only rich with stoic and respected figures such as our namesake Father Kevin Coleman, but also with stories of thousands of people who were nearly invisible to their neighbors. As a behavioral health provider, our proudest accomplishments are coming to work every day and knowing that we can make a difference and possibly save a life. The thousands of lives that have been touched by the services provided by our trained and caring staff is the true legacy of Coleman's first 30 years.

As we celebrate Coleman Professional Services' 30th Anniversary, please join us as we take a look back at the history of each of our programs and enterprises. Beginning on page six, you will find basic facts about each program and enterprise and how they play a role in Coleman's mission of improving the lives of individuals, businesses and families struggling with behavioral health and rehabilitation challenges.

Awards & Accomplishments

Fiscal Year 2007

Awards:

1. Coleman Data Solutions was named Ohio Rehabilitation Association Small Employer of the Year in honor of their commitment and dedication to the field of rehabilitation as well as their long-standing support of persons with disabilities.
2. The Ohio Department of Mental Health awarded Coleman a \$465,000 grant to construct a new 11-unit apartment complex on the current footprint of two deteriorating facilities in order to maintain a quality living space for clients.
3. The Margaret Clark Morgan Foundation of Hudson awarded Coleman a \$96,000 grant to conduct a Regional College Campus Mental Health Awareness Initiative at local colleges and universities to inform, educate and advocate about mental illnesses and the stigma surrounding it.
4. Duane McClintock, who travels to Coleman Adult Day Services three times a week to volunteer in assisting older adults suffering from cognitive or physical limitations, was selected from 200 applicants as a Most Treasured Volunteer at the 95th Annual Public Luncheon Meeting sponsored by The Center for Community Solutions.

Accomplishments:

5. Coleman is celebrating its 30th Anniversary. The company has grown from \$1 million operating budget to over \$20 million, and now serves five counties.
6. Coleman served over 11,000 individuals, and nearly all persons served utilized at least two services. The annual incomes of 73 percent of those served were under \$16,000, for which Coleman enterprises and Coleman Foundation provided affordable subsidies.
7. As Coleman Behavioral Health and Employment Services in Stark County continue to develop, staff helped set up the first Canton Advisory Board to represent the needs of the Stark County community. Plans are in place for a similar board to be set up in Trumbull County next year.
8. Coleman opened a QoL Pharmacy in its Rhodes Road facility to increase education about psychotropic medications and coordination with other medications patients may be taking.
9. Coleman Behavioral Health-Trumbull has partnered with Trumbull Memorial Hospital to complete all initial behavioral health screenings for the hospital's Center for Emergency Medicine.



Serving: Portage, Stark, Medina & Trumbull

Coleman began providing counseling in Portage County in 1978 as Kevin Coleman Center, which was established through the consolidation of Portage Counseling Services and Community House and named in memory of a local priest and psychologist Father Kevin Coleman.

Since its inception, Coleman Professional Services in Portage County expanded to provide psychiatry, counseling and case management to children and adults. Coleman Behavioral Health, the provider of the services, now operates facilities in four Ohio counties, providing services to fit the needs of each community.

- Coleman Behavioral Health-Stark began providing employment services in 2002, and it expanded in 2005 to provide adult mental health services, specializing in treating persons with severe and persistent mental illness.
- In 2004, Coleman Behavioral Health-Medina began providing residential services through two group homes and intensive case management services for residents who are dealing with severe and persistent mental illness.
- Coleman Behavioral Health-Trumbull has been providing employment services since 1990, and in 2006 it expanded to provide crisis intervention, prescreening and case management services to children, transitional youth, adults and older adults.

My life was spinning out of control until my neighbor recommended Coleman. My case manager has helped me understand my bipolar disorder and now I'm living a happy productive life again. I am Coleman.





Serving: Portage, Stark, Medina & Trumbull

In 1989, Coleman began operating an emergency prescreening service in Portage County. The operation, now called Coleman Access Services, provides around-the-clock emergency access to behavioral health help for children, adolescents and adults in Portage, Stark, Medina and Trumbull Counties.

Coleman Access Services provides telephone screening, crisis intervention, and information and referral services to persons with a perceived emotional health crisis or mental health emergency who present themselves voluntarily or involuntarily. Emergency access to the services is available on a walk-in or telephone basis 24-hours-a-day.

In Portage County, Coleman Access Services provides crisis intervention, pre-hospital screening and walk-in diagnostic assessments around-the-clock. In Stark, Medina and Trumbull Counties, telephone screening, crisis intervention and information and referral services are always available.



When I was at my lowest point one night, my mom called Coleman Access Services, and they helped her convince me to see a case manager right then. Now, I've got my depression under control. I am Coleman.

The logo for Coleman Adult Day Services features a stylized blue 'C' icon to the left of the text 'COLEMAN' in a blue, sans-serif font. Below 'COLEMAN' is the text 'Adult Day Services' in a red, serif font.

COLEMANSM Adult Day Services


Serving: Portage

Coleman Adult Day Services, formerly known as Portage Area Senior Services (PASS), evolved from a 1966 conference to define and meet the needs of older adults and adults with special care needs in Portage County.

The Adult Day Health Service program currently provides non-residential therapeutic activities, culturally diverse stimulating programs and social interaction for older adults or adults with developmental, physical or cognitive challenges. The program aims to allow clients to maintain the highest level of independence while optimizing the quality of life.

A new state-of-the-art facility, opened in Ravenna in 2003, enables the staff to implement a concurrent programming model. The activities are designed to address the diverse and changing needs, interests and expectations of individuals, while maximizing their participation and choice. The program provides individualized assessment and plans of care for each client.

The beneficiaries of Coleman Adult Day Services are older adults with mild to severe disabilities or cognitive impairment. Coleman's trained and experienced staff is qualified to care for adults with a wide variety of needs.

A photograph showing an elderly woman with short, styled white hair and a younger woman with dark hair. They are both smiling and looking towards each other. The elderly woman is wearing a dark green jacket with red trim and a brown belt. The younger woman is wearing a patterned jacket. They appear to be outdoors in a natural setting.

I looked to Coleman Adult Day Services for help when caring for my mother and my family became too much. When my mom told me that she truly enjoyed spending her days at Coleman, I was so thankful and relieved. I am Coleman.



Serving: Portage, Summit, Stark, Medina & Trumbull

In 1978, Coleman began offering vocational services to clients when it became apparent that those receiving behavioral health services were often challenged to find and retain employment.

Vocational Services became Coleman Employment Services in 2006 and currently provides training services, vocational and employment services, and supported employment programs for individuals with disabilities, affording them the opportunity to secure successful community-based employment.

Coleman's experienced and certified staff works one-on-one with people with disabilities to define their long-term employment goals. They also work with Northeast Ohio employers to provide recruiting, coaching, training and outplacement services.

Coleman Employment Services works with a variety of individuals, employers and area agencies including Ohio Department of Job and Family Services, Ohio Rehabilitation Services Commission, Bureau of Vocational Rehabilitation, Bureau of Services of the Visually Impaired, Bureau of Workers' Compensation and area mental health boards to provide employment services for individuals with barriers to employment.



Because of my disability, it was very hard for me to find and keep work. With the help of my job coach at Coleman Employment, I feel prepared for work and thankful that I have a meaningful job at which I can succeed. I am Coleman.



Serving: Portage, Medina & Trumbull

The residential services available through Coleman have been an important community attribute since early in the organization's existence. Years of experience, since opening the first 12-bed home in 1982, have led to Coleman being recognized as model for Best Practices in the field of behavioral health residential services.

Coleman Residential Services aims to provide persons with severe and persistent mental illness the opportunity to live in safe, affordable, well-maintained housing with access to behavioral health services and opportunities to achieve recovery. Coleman Residential Services operates two group homes, four supported living sites and an 11-bed crisis stabilization unit in Portage County. In Medina County, 20 clients are residing in two apartment complexes. Coleman coordinates a housing grant for homeless transitional youth and manages all aspects of the Shelter Plus Care program in Trumbull County.

Coleman has been acknowledged at the state level by the Department of Development and the Department of Mental Health. The organization has been recognized by the Department of Housing and Urban Development as a leader in housing development and operations for persons with mental illness. Coleman is one of four organizations in the nation to be chosen by HUD as the subject of research in Best Practices for provisions of service to rural homeless populations.

I couldn't keep up with everything I needed to do and was close to becoming homeless until my case manager recommended Coleman Residential Services. Now, in the group home, I feel safe, organized and in control. I am Coleman.



Coleman CONSULTATION SERVICESSM

Serving: Regional organizations in need of professional consultation.

Coleman Consultation Services began in 2003 with a focus on housing and residential treatment development as well as grant writing, billing administration and strategic planning. The enterprise unit now offers more than 15 different areas of expertise that serve a wide variety of industries. Coleman's list of consultants grows constantly, and will add new areas of expertise to its list of services as consultants are available and clients make known their needs.

Coleman Consultation Services provides professional advice to non-profits, for-profits and government entities. The company is composed of experienced and knowledgeable consultants who work hand-in-hand with customers to navigate the playing field of business success. Coleman's consulting services help customers reach their growth potential and business goals in the following areas:

- Revenue generation and governance
- Leadership development
- Operations management
- Residential and therapeutic compliance services



The experts at Coleman Consultation came into our organization and helped us take a new look at our operations. We've gained new insight into our organization and sustainability is right around the corner. We are Coleman.



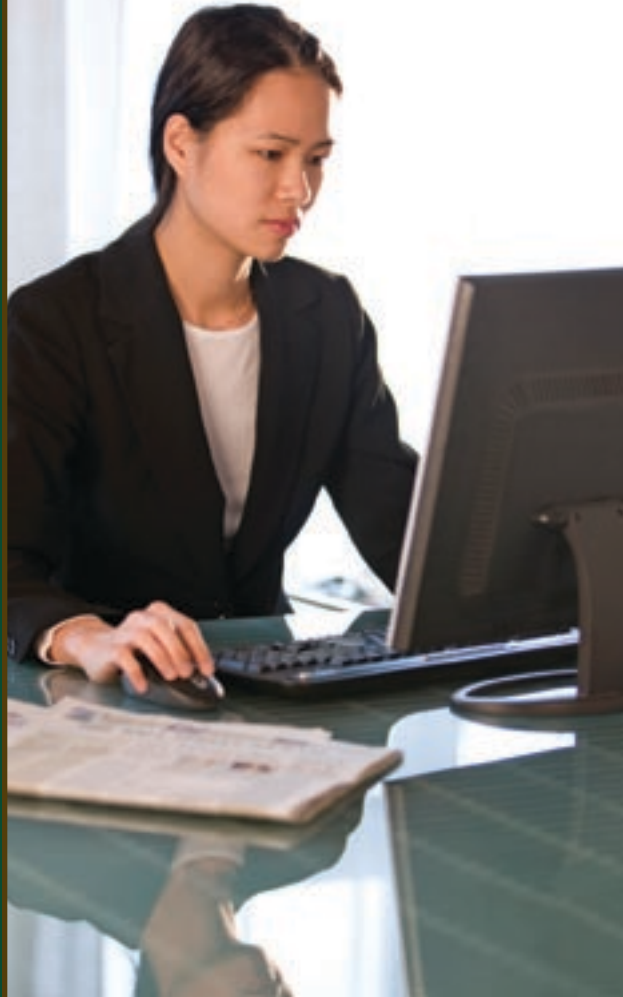
Serving: Companies with data management challenges throughout the state and nation.

In 1989, Coleman developed Sage Computer Services as an enterprise company with a goal that was two-fold: to provide profit back to Coleman in order to offer more subsidized behavioral health care to the community; and to provide a place of employment for people with disabilities.

The company, now known as Coleman Data Solutions, provides solutions for data and document management for companies nationwide. Coleman Data Solutions is staffed with disabled and non-disabled employees working side-by-side and has won numerous local and state awards for its inclusion practices.

Many employees at Coleman Data Solutions have received job training through Coleman Professional Services, the parent company. Job training has been provided for individuals with disabilities in the areas of Data Entry and Office Technology. This program has had great success in the areas of student retention (95%) and post-training job placement (96%) that removed 50 individuals from the welfare system in the year 2000 alone.

With nearly \$7 million in annual sales, Coleman Data Solutions is a premier provider of document management solutions, including consultations, scanning, indexing, data entry, micrographics, film conversion and database integration management.



I trust Coleman Data Solutions with all of my company's confidential information. They've been extremely professional year after year, and we're proud to support Coleman's mental health services through our use of Data Solutions. I am Coleman.

Coleman WELLNESS SOLUTIONSSM

Serving: Regional companies in need of wellness programming to supplement health care plans.

Coleman Wellness Solutions has been providing quality services to companies since 1989. Initially established as a resource for behavioral health consultation and intervention by Coleman Professional Services, Coleman Wellness Solutions has expanded into a premier provider of wellness, safety and risk management services, and offers the programs in the following areas: Drug-Free Workplace, Smoking Cessation, Employee Assistance Programs, Wellness Programming and Training.

Coleman Wellness Solutions is regionally recognized as a superior full-service wellness, safety and training provider and it provides outstanding customer service and economical, effective programs that improve workplace environment and efficiency. Through expert coordination of services by experienced professionals, Coleman Wellness Solutions contributes to profitability in the following ways:

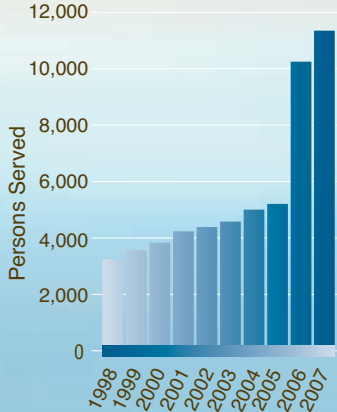
- Increased productivity
- Better morale and loyalty
- Improved job satisfaction and retention
- Lower health care costs
- Reduced absenteeism and tardiness



Coleman Wellness Solutions has made a world of difference with our employees. With so many quitting smoking and losing weight, they are much more productive and our health care costs have dropped significantly. I am Coleman.

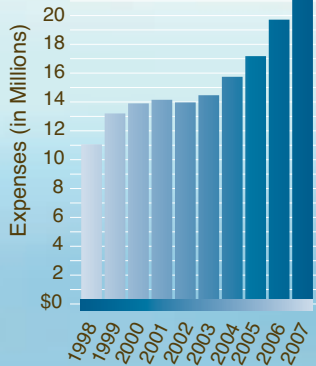
Financials

Total Persons Served



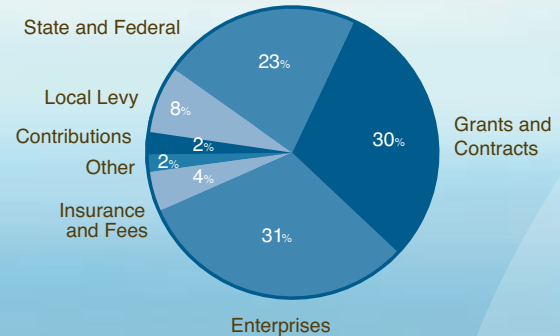
Total Persons Served in 2007: 11,529

Operating Expenses



Total Operating Expenses in 2007: \$21,082,477

Revenues



“Coleman Professional Services reported total assets of \$8,820,815 and net assets of \$4,140,858 for the fiscal year ending June 30, 2007. Annual operating expenses for the year were \$21,082,477. Grants, contracts, levy and contributions increased from the 2006 operating year by \$1,315,211 or 18.8 percent. Coleman’s social enterprises represented 31 percent of gross revenue, remaining Coleman’s largest single revenue source.”

Ben Dabbs, Chief Financial Officer

Independent financial data provided by Schlabig and Associates, Ltd. for Audit June 30, 2007.

Board of Trustees

Thank you for your dedication and service!



Not Pictured:

Pam Grimm
Kent State University

Shannan Ritchie
Cleveland Clinic Foundation

Julie Spalding
Medical Arts Pharmacy

Joe Vero
Community Volunteer

Front Row, Left to Right:

Sandra Ekstrand
Mount Union College

Suzanne Frank
Kent City Schools

Kim Hamilton
American Medical Response

Mary Homer
Community Volunteer

Sally Kandel, President
Kent State University

Ann Otto, Vice President
The Otto HR Group

Back Row, Left to Right:

Laurie Knuth
Kent City Schools

Gerald Kline
Kline Insurance Agency

Elizabeth Curtis
American School Health Association

Sabrina Christian-Bennett
Portage Path Title Agency

Tom Sly
Hutsler & Sly Insurance Agency

Greg Selzer, Treasurer
Huntington Bank

Ron McDaniel, Secretary
Buzzoodle

Hilary Kane
MHRB Representative

Board Officers:

Secretary Ron McDaniel

Vice President Ann Otto

President Sally Kandel

Treasurer Greg Selzer



30th Anniversary

1978-2008

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, Medina, Stark
and Trumbull County Mental Health Boards

