

I am Coleman

A quarterly publication of



A Note from Nelson

"The twenty-first century will be the age of partnerships," was claimed by J.E. Austin, author of multiple books on collaborations with non-profits. At Coleman, these collaborations are a vital aspect of our business operations. We undertake many partnerships each year – each with a goal of furthering our mission of improving the lives of our neighbors in need of behavioral health care.

Some of our partnerships are with other non-profits, some with for-profits. Others are with local, state or national government organizations, while private donors and foundations join us for another set of partnerships.

Through the common passion of these mission-driven partnerships, much of Coleman's success is formed. Often in this newsletter, you see the outcomes of months and years of hard work behind the scenes to keep the partnerships moving forward.

In this issue, you will not only read our second installment of Partners in Health, our bi-annual feature on a partner organization, you will also learn about some of the other vital partnerships that are currently taking shape for Coleman and its programs and enterprises.

As our administration works to remain good stewards of our funds, we continue to see the benefits of the cost-efficiencies of partnership with other organizations who are working in tandem with our mission. My sincere thanks goes out to each of Coleman's partner organizations. It is through these collaborations that I also believe businesses and non-profits will be able to successfully and efficiently navigate the twenty-first century.

Nelson W. Burns
President and Chief Executive Officer



Partnerships Prepare a Home

Franklin Apartments renovated through gifts

Homelessness among the mentally ill is a significant problem in all areas of the country. Many communities do not have sufficient behavioral health care and housing facilities to care for the number of people in need of those services. The presence of the Franklin Apartments in Portage County has greatly benefited those with mental illness, as well as the local community, since 1982.

Coleman Foundation has embarked on a capital campaign entitled "Touching Lives Changing Destinies," in which rebuilding Franklin Apartments is one of the first priorities. The building of a new 11-bed apartment unit to serve as home to people suffering with chronic mental illness will be the product of a collaboration between a number of organizations and individuals.

Partnerships among non-profits, for-profits and government organizations are an increasingly popular way to conduct business among organizations with common missions. The cost-efficiencies and elimination of duplication of work helps communities to flourish in necessary areas, without waste.

Coleman Professional Services, the Mental Health and Recovery Board of Portage County, the Ohio Department of Mental Health and Coleman Foundation have partnered to ensure the successful reconstruction of the apartments to help

prevent homelessness within Portage County residents with chronic mental illness.

The Ohio Department of Mental Health issued a challenge grant to Coleman Foundation of \$437,000 for the project. The Foundation, in turn, will raise \$463,000 to match the grant and reach the total project goal of \$900,000.

In early 2009, Coleman received a \$200,000 gift from the Capling Trust to assist with the Franklin Apartments project. The family of Walter Capling, a long-time friend and customer of Coleman who dealt with chronic mental illness for 40 years and passed away from lung cancer, made the generous donation. He was brought to Coleman's Crisis Residential Unit in Ravenna in the late 1980's after being rescued from the streets of San Francisco by his mother. Walter lived in Coleman's residential apartments and a group home from 1990 until his passing in 2008.

Other individuals and companies have donated \$32,500 to date for the Franklin Apartments project, leaving \$264,000 remaining to complete the project. The ceremonial groundbreaking for the apartments will take place in late April and construction is expected to be complete in the fall of 2009.

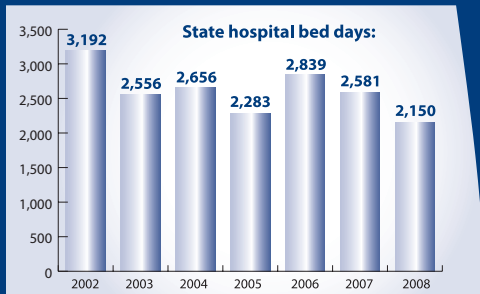
To learn more about helping Coleman and its partners in the goal of providing a home for those with chronic mental illness, please visit www.coleman-foundation.com

Partners in Health



Coleman Professional Services contracted with SUMMA at the end of 2006 for assistance in meeting the demands for psychiatry. This relationship has allowed for great flexibility as the need for psychiatric hours ebbs and flows. The SUMMA psychiatrists function as part of a team of Coleman psychiatrists, but also work on the inpatient psychiatric unit, which greatly contributes to continuity of care received by the customers. SUMMA has succeeded in forming relationships with providers such as CPS in part because of a grant with the Margaret Morgan Clark Foundation – another great partner of Coleman.

The relationship with Coleman and SUMMA has resulted in cost savings also. Prior to the partnership, and after the closing of the local inpatient psychiatric unit, Portage County was exceeding its state hospital bed days. During the second full year of the partnership, 2008, Coleman usage of state hospital bed days was at an all-time low, which resulted in \$60,000 being returned to the county from the Ohio Department of Mental Health. The impact of the partnership on state hospital bed days is evident below.



Another impressive aspect of the relationship with SUMMA is “no-hassle” admissions. The admission process was redesigned to facilitate rapid admissions based on mutual trust between organizations. The hospital accepts the assessments from Coleman as the pre-admission screening, and will allow a direct admit based on this assessment. Prior to this relationship, the average length of time from pre-screen to admission was often as long as an eight-hour process. Now this time is reduced to less than two hours. This greatly contributes to customer satisfaction and also greatly reduces the stress experienced by families.

Our sincere thanks to SUMMA for improving access and support for Portage County neighbors in need.

24/7 Crisis Help: 877-796-3555

On My Way Back

I have been a long-time sufferer of depression and alcoholism. About a year ago, I had been drinking a lot – as usual. Later that night, I tried to commit suicide. Luckily, a neighbor called for an ambulance and they took me to the hospital. After some time there, I was informed about Coleman Professional Services and that I had the chance to speak with a case manager.

That’s when I met Rebecca, who was assigned my case manager. Rebecca and Coleman helped me get into Cross Roads and into

Community Solutions for counseling. Now, I also see a counselor at Valley Counseling for my depression medicine.

Coleman’s help getting into Cross Roads was really important to me. I was there for three months and I went to group therapy every day. I learned a lot about myself from those sessions. After Cross Roads, Rebecca helped me find a beautiful one bedroom apartment at Joey’s Landing, where I currently live today. The services at Joey’s

Landing really help to keep me on track. Soon, I’ll also be working through Pathways to find a job.

Today, I am happier than I have been in a really long time. I have been sober for

seven months and my medicine for my depression is working well. I’m actively involved in Alcoholics Anonymous and have made many wonderful and supportive friends.

I am forever grateful to Rebecca and Coleman for all of the help and support I have received. I have

worked with many other agencies that offer help, but I have experienced the most success with Coleman. I thank them every day for helping me to make my life worth living. ☺

**The true story of a Coleman Behavioral Health – Trumbull customer.*

All organizations listed in this story are Trumbull County partners of Coleman Professional Services. The partnerships allows for a more seamless continuum of care for our customers.



The Facts

Partnerships Generate Success

In the last few years, Coleman has been a part of a number of successful partnerships that have brought significant programs and services to customers in its five county service area.

Here are a few:

- ATLAS Rehab & Wellness Center joins Coleman Adult Day Services in Ravenna and offers therapy to out-patients as well as Coleman customers.
- Portage Crisis Intervention Team, including three Coleman employees, received national recognition for their collaborative success.
- QoL Pharmacy opened in Rhodes Road building to increase the ease and coordination of psychotropic medications for Coleman customers.
- Coleman and Chase Bank held a Financial Literacy and Life Skills Support Program to educate many teenagers about financial responsibility.

To learn more about Coleman, please visit www.coleman-professional.com.



Pathways Partnership Creating Meaningful Employment

Program serves mentally ill, transitional youth and veterans

The Northeast Tri-County Pathways Project is one of the most collaborative efforts that Coleman has helped to facilitate. The project is an innovative collaboration that brings together many partners serving people with disabilities in Portage, Stark and Trumbull counties. The services will weave together supports and interventions from providers and educators with employment services to facilitate meaningful and long-term employment outcomes for people with disabilities.

The project partners include:


- **Portage County:** The Mental Health & Recovery Board of Portage County, the Portage County Board of MRDD, the Veterans Administration in Portage County, Maplewood Career Center, Kent City Schools, and Career Assessment Systems.
- **Stark County:** The Mental Health & Recovery Services Board of Stark County, Community Support Services of Stark County and Career Assessment Services.
- **Trumbull County:** Career Assessment Systems.

The priority groups being served by Pathways include: people with significant disabilities, transitional youth and veterans with disabilities. Although Coleman is primarily recognized as a behavioral health provider, Coleman Employment Services has a long-standing history of serving people with mental health disabilities as well as people with other disabilities.

The unique aspect of this design is the expectation that all partners and collaborators will contribute resources to encourage extraordinary employment

outcomes. All partners have impressive lists of stakeholders who are potential employers. Partner organizations contribute by contacting stakeholders for job leads and then share those job leads with Pathways Counselors and Job Development Services staff.



The partnership between the tri-county organizations is working to increase the capacity of Ohio to serve individuals with significant disabilities, transitional youth and veterans by providing a comprehensive menu of vocational services. The array of services through Pathways has been designed to assist people with disabilities in preparing for, securing, retaining or regaining employment. This partnership is not only good for persons with disabilities, it also benefits the community and local organizations through the facilitation of more working, tax-paying citizens to help Northeast Ohio flourish. 

Assisting Inmates


Renewed contract provides behavioral health care at Portage County Jail

Since 1994, Coleman Professional Services has provided behavioral health services at the Portage County Jail through a contract with the Portage County Commissioners for “Inmate Psychological Services.”

A new two-year contract continues these services through 2010. Coleman provides its services in collaboration with Portage County Sheriff Dave Doak, Major Dennis Missimi and the Jail Administrator, Captain Ricky Neal.

Since 2002, these services have been led by Brian Welsh, MD. Dr. Welsh is Board Certified in Adult Psychiatry with a sub specialty in Forensic Psychiatry. Welsh, who now serves as Coleman’s Chief Medical Officer, provides services at the jail two times per month for a total of eight hours, and also provides 24/7 on-call availability. He conducts face-to-face evaluations, resulting in diagnosis and psychiatric treatment. Welsh also prescribes medications, if warranted, and monitors the effectiveness of psychotropic medications and possible side-effects. In addition, he works to reduce the controlled substances for a jail population.

Coleman counselors, Cara Michalak and Tracy Fuldauer provide on-site assessment and counseling at the jail Monday through Friday and also provide 24/7 on-call availability. The counselors provide services that focus on individuals identified as the most severely impaired by a serious mental disorder who present danger to themselves and others and who exhibit an inability to function within the jail setting.

The psychiatrist and counselors also work in collaboration with Portage County Adult Probation and the Portage County Municipal Court to provide mental health evaluations and referrals for the jail diversion program. The jail diversion program is a partnership with the Mental Health & Recovery Board of Portage County to improve the quality of life of residents who suffer from mental disorders and are at risk of finding their way unnecessarily into the criminal justice system. This program is one of many partnerships aimed to improve the community through quality behavioral health services. 

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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 Foundation and three enterprise companies produce more than 25 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

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

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Provides housing for the disabled and assistance in community apartment planning and support.
www.coleman-residential.com

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In association with Portage, Medina, Stark,
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