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FOR IMMEDIATE RELEASE

COLEMAN PROFESSIONAL SERVICES EARNS
TOP ACCREDITATION HONORS

Coleman Professional Services is awarded their highest accreditation by the independent, nonprofit, Commission on Accreditation of Rehabilitation Facilities (CARF).

CARF employs a rigorous review process to ensure that mental health and addiction recovery organizations meet stringent standards of quality for their facilities, programs, services, personnel and administration. An intensive, three-day review was conducted by a team of three CARF examiners. The review focused on the Coleman behavioral health clinics, adult day care services, residential services and access 24/7 crisis help and evaluation services. These areas were evaluated for the quality of services they provide to people in the community and for the level of satisfaction the users of the services have with Coleman Professional Services. CARF judged that: “Coleman Professional Services demonstrates an exceptional commitment to providing quality mental health and rehabilitation services to the community.”

Said CARF surveyor Michael J. O’Malley, “The community should be very proud that they have an institution such as Coleman to provide mental health & recovery services. Coleman’s person-centered services are well done. Coleman utilizes evidence-based programs to achieve the best possible outcome for its clients. The staff demonstrates top-notch professionalism in providing outstanding customer service, client programs and services. Staff members feel supported and challenged to do their best for [the] persons served. The commitment, dedication, compassion, enthusiasm and skills of a highly polished professional staff are found throughout CPS [Coleman Professional Services].”

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The CARF report also states: “Coleman Professional Services staff members in case management, children’s services, assessment and referral (Coleman Access), and employment services use strong underlying commitment to personal growth and in-community integration to steadily motivate persons with severe and persistent mental illness to continue growing beyond their apparent limitations.”

“Coleman’s facilities are excellent.” Determined the CARF evaluation team. “The Coleman Adult Day Care facility is the ‘finest in the region.’ It is a purpose-built, state-of-the-art facility designed and built to meet the needs of their clients.”

The CARF evaluators also commended the Coleman board for its active participation in the management of Coleman Professional Services and for its ongoing program of quality improvement. Coleman was also recognized as having a “comprehensive volunteer program whose goal is to ‘provide trained individuals to contribute to the services and add to the comfort, care and well-being of consumers and their families.’

The Commission on Accreditation of Rehabilitation Facilities (CARF) report states: “Coleman Professional Services has earned a Three-Year Accreditation. The CEO, board of trustees and staff members are congratulated for this accomplishment...”

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.

For more information on Coleman Professional Services or the services it offers, visit www.coleman-professional.com.

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Commission on Accreditation of Rehabilitation Facilities (CARF)

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