



**“IN ANY MOMENT OF DECISION  
THE BEST THING YOU CAN DO  
IS THE RIGHT THING, THE NEXT  
BEST THING IS THE WRONG  
THING, AND THE WORST THING  
YOU CAN DO IS NOTHING.”**

**THEODORE ROOSEVELT**  
26th President of the United States

## MESSAGE FROM THE CEO:



Coleman Professional Services continues to be recognized as a leader in providing mental health, rehabilitation, and addiction services to children, families, and businesses. I am proud to say that 2004 was a very successful year for Coleman as employees accomplished corporate goals while under continued demand from the community for more nonreimbursed care.

In 2004, Coleman saw a 9% increase from 2003 in the number of individuals served; the most often used clinical services this year were psychiatry, psychotherapy, and 24/7 Evaluation. We are also happy to say that we completed construction of The Sue Hetrick Building in Ravenna, which is dedicated to families needing evaluation and crisis service. Another important event this year was the successful passage of the Portage County Mental Health and Recovery Board levy. We'd like to thank all of the volunteers who donated their time and effort to help support the levy. Our employee turnover rate remained low for the third year in a row, and Sage Computer Services hired 124 new employees, significantly increasing its number of disabled employees.

The purpose of this annual report is to highlight Coleman's successes and challenges of the past year and to articulate its future direction. Simply put, Coleman's mission is to help improve people's lives. The number of people who suffer from mental health problems continues to grow, and it is our passion at Coleman to support our customers with professional and timely services. We are very proud of our accomplishments in 2004, and will strive to attain our vision of being the premier provider of mental health and emotional wellness services in Ohio.

Mr. Michael Bakes, President  
Mr. Nelson W. Burns, Chief Executive Officer

Coleman's Corporate Goals are part of what drive our employees to be successful. We are continually trying to progress in four key areas, which is why our goals are so important to our organizational success.

1. Serve more people and help them improve their lives.
  - Goal for 2004 ~ serve 4,716 people. Actual individuals served ~ 4,889 people.
2. Increase gross revenue source by 2.5% annually.
  - Goal for 2004 ~ \$15,435,506. Actual gross revenue ~ \$15,840,801 or 5%.
3. Maintain administrative overhead at or below 11% of all operations.
  - Actual administrative overhead in 2004 ~ 9.95%.
4. Keep our employees happy and provide them with a safe and enjoyable working environment (employees rated satisfaction on a scale of 1-5).
  - Average satisfaction rating for 2004 ~ 3.9.

**COLEMAN IS PASSIONATE ABOUT ITS CORPORATE GOALS**

## BOARD OF TRUSTEES

**MICHAEL BAKES, President**  
Owner, Emerald Transportation

**SALLY KANDEL, Vice President**  
Associate Vice President  
Research, Planning & Institutional Effectiveness  
Kent State University

**ELSIE TEETS, Secretary**  
Retired, Volunteer

**MARY SHAFFER, Treasurer**  
Vice President  
Residential Development  
First Place Bank

**DONALD LUMLEY**  
Retired

**RICHARD POHLAND**  
Consultant

**SHAWN GORDON**  
Executive Director  
Green Meadows Health & Wellness Center

**PAM GRIMM**  
Assistant Professor, Marketing  
Kent State University

**KIM HAMILTON**  
Communications Manager  
American Medical Response

**MARY HOMER**  
Volunteer

**KEVIN LEWIS**  
Chief Lending Officer  
Portage Community Bank

**JO PERKO**  
Owner, Home Instead Senior Care

**SHANNAN RITCHIE**  
Vice President of Business Development  
Robinson Memorial Hospital

**TOM SLY**  
President  
Hustler & Sly Insurance Agency

**BRIAN TIRBOVICH**  
Certified Nursing Assistant

**DENISE GIBSON**  
Coordinator, Student Advising & Student Personal Advisor  
NEUCOM

**DAVID SPENCER**  
Program Coordinator  
Kent City Schools

**JANICE HUTCHISON**  
Coordinator of Staff Development  
Kent City Schools

**RUTH SMITH**  
Adult Nurse Practitioner  
Veteran's Affairs Medical Center



## CLINICAL

Dr. Scott Pacer expanded child psychiatric hours to full-time in 2004. Unfortunately, some Portage County children have a variety of mental health disorders, particularly Bipolar Disorder and Attention Deficit Hyperactivity Disorder (ADHD). Currently, Child Psychiatry is available in the Kent building and in Ravenna at The Sue Hetrick Building.

Having Dr. Pacer at The Sue Hetrick Building has greatly benefited the patients in the Ravenna area by providing them with easy access for their appointments. Oftentimes, families have problems with transportation, so the new building has helped them gain better access to our services. Coleman also has a full-time R.N. that works with Dr. Pacer to help coordinate medication information, education, and problem solving in providing the best care possible for the children.

## ENTERPRISE

Coleman's consulting business expanded with new contacts in Philanthropy, CARF, Strategic Planning and Housing. We welcomed new business with the Lake County Housing Coalition, as well as a new contract with the Mental Health & Recovery Services Board of Allen, Auglaize, and Hardin Counties in writing their Housing Strategy and providing technical assistance.

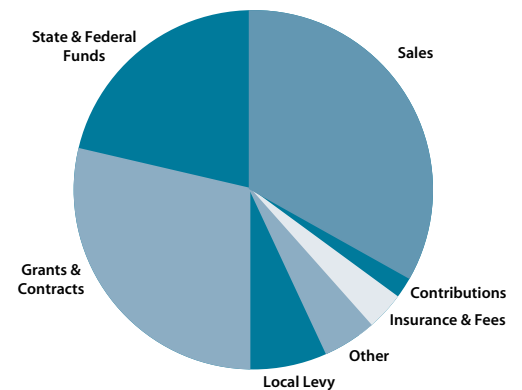
Sage Computer Services hired 124 new people, significantly increasing its number of employees. Sage continued to strive to integrate disabled and non-disabled workers. Sage's goal is to continue to increase its number of disabled employees to provide them with more employment opportunities.

## STRATEGIC DIRECTIONS

1. The Governance Board plans to establish a preliminary design and budget for a future Drop-In center for chronic, mentally ill adults.
2. The Clinical Department will revise and improve the efficiency model of psychiatric services and achieve electronic records for all services.
3. Operations and Construction will complete renovations of Crisis Residential.
4. Human Resources plans to establish and complete Time and Attendance for Sage Employees.
5. The Finance Department will work with the Clinical Department to revise and improve efficiency of utilization management.
6. Resource Development/Enterprises will work to increase Sage Computer Services gross sales to \$5.5 million by the end of the 2005 fiscal year.

In April, Coleman completed construction of The Sue Hetrick Building in Ravenna for Evaluation and Crisis Services. This was the third of three new buildings that began construction in 2003.

The new facilities at The Sue Hetrick Building have increased the availability of nursing services and emergency appointments with Dr. Pacer, Coleman's Child Psychiatrist. These facilities have also helped reduce traffic flow and work interruption, as well as helped improve client confidentiality. Most importantly, the new building has greatly increased privacy and comfort for the consumers and families we serve.



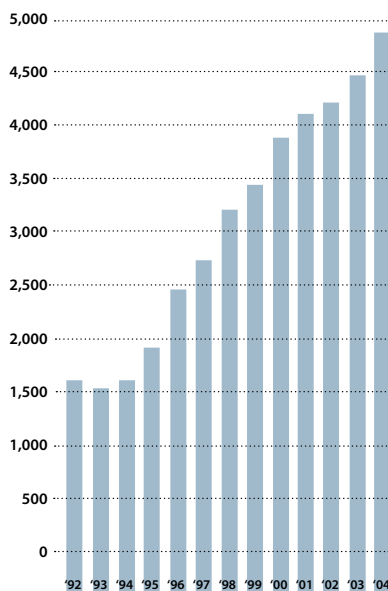
Total Revenues for 2004: \$15,840,801

"Coleman Professional Services reported total assets of \$8,065,564 and net assets of \$3,490,604 for the fiscal year ending June 30, 2004. Annual operating expenses for the year were \$15,769,268. As a percentage of total revenue, public dollars increased 4% from the previous year, providing 39% of total revenue. Service dollars produced by Coleman increased in 2004 by 11%, providing for 61% of total revenue. Coleman's enterprise revenue increased in 2004 by 24%, representing 58% of the service revenue; the largest single revenue source."

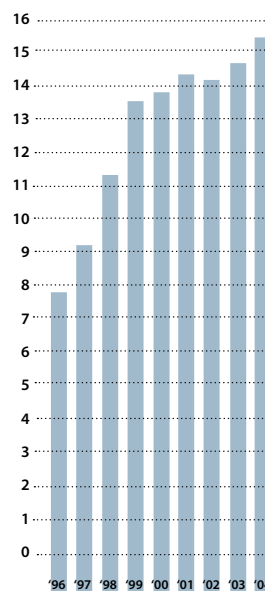
Mr. Thomas Newton, Chief Financial Officer

Independent financial data provided by Schlabig & Associates, Ltd. for Audit June 30, 2004

FINANCIAL INFORMATION



Growth in Persons Served in 2004: 2,889



Operating Expenses for 2004: \$15,769,268



An Equal Opportunity Employer and Service Provider  
Contract Agency of the Mental Health and Recovery Network.

### EXECUTIVE OFFICE

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[www.kevincolemanfoundation.org](http://www.kevincolemanfoundation.org)

### ACCREDITATIONS AND LICENSES

Commission on Accreditation of Rehabilitation Facilities for Residential, Vocational, Community Mental Health and Psychosocial Programs  
Ohio Department of Mental Health  
Ohio Department of Health