

2005–2006 Annual Community Report

A World of Opportunity

Coleman Professional Services is a nationally recognized not-for-profit provider of behavioral health and rehabilitation programs that improves 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.



Improving the Lives of Individuals, Families and Businesses...

...by providing superior mental health, rehabilitation and addiction services. This is the mission of Coleman Professional Services and the goal is to be available to everyone in need of help.

Coleman Professional Services has come a long way since it was founded in 1978 as The Kevin Coleman Center. With 35 employees and a \$1.7 million budget, the center was charged with providing counseling services to Portage County residents. The organization now provides services in Portage, Summit, Medina, Stark, Trumbull and Franklin Counties, and the number of employees and budget have grown more than tenfold.

With that growth has come many changes. In 1996, the organization changed its name to reflect the growing diversity of professional services offered in mental health, alcohol and drug abuse, rehabilitation, and business services.



Father Kevin Coleman, the namesake of Coleman Professional Services, was an ordained priest and counselor who worked tirelessly in Portage County in the 1960s and '70s, serving those in need of counseling.

As the organization grew, its leadership sought ways to further diversify services and funding. Their entrepreneurial spirit led to the creation of four behavioral health programs, four enterprise companies and a foundation. Through the foundation and the enterprise companies – four businesses whose profits are donated to fund programs – Coleman Professional Services is now able to accommodate individuals in need regardless of their ability to pay. The organization provides nearly a half million dollars of non-subsidized mental health and addiction services each year.

Every program and enterprise company operates as an extension of Coleman Professional Services, bettering the lives of the individuals, families and businesses they serve by providing quality, efficient services. This is more than a goal, it is a respected reputation, and it prompted a new branding initiative. Gone are Sage, PASS and Portage Travel. All programs and enterprises now share in the goodwill and respect generated across Northeast Ohio by the good name of Coleman Professional Services.



Corporate arm of the organization.
www.coleman-professional.com



The fundraising arm of Coleman, formerly the Kevin Coleman Foundation.
www.coleman-foundation.com

Programs



Provides mental health and rehabilitation services.
www.coleman-bh.com



Offers vocational and employment services to individuals and companies, formerly Vocational Services.
www.coleman-employment.com



Provides daytime care for older adults at a variety of levels, formerly Portage Area Senior Services (PASS).
www.coleman-adultday.com



Provides assistance in community apartment planning and support.
www.coleman-professional.com

Enterprises



Assists mental health boards, businesses and nonprofit agencies in growth and development, formerly Coleman Consulting.
www.coleman-consultation.com



Provides companies and organizations with data processing and imaging services, formerly Sage Computer Services.
www.coleman-data.com



Offers full-service business or leisure travel arrangements, formerly Portage Travel Service.
www.coleman-travel.com



Provides performance enhancement services to companies, formerly Wellness Solutions.
www.coleman-wellness.com

Providing Education and Access to Equal Opportunities

A Message from Mr. Nelson W. Burns, CEO



Mr. Nelson W. Burns,
Chief Executive Officer

Improving the lives of individuals, families and business. Throughout this community report, you will read those words many times over. They are the engine that drives Coleman Professional Services toward our mission of providing the best mental and behavioral health services in Northeast Ohio. While it is not an easy feat to better the lives of people who struggle with mental illness, addiction or disability, we have found that providing education and access to the same opportunities as those blessed with good health can be critical first steps in the right direction.

Our commitment to helping more disabled Ohioans find and maintain full time work and benefits is exemplified by our own staffing at Coleman Data Solutions, formerly Sage Computer Services. The success of our largest enterprise unit enabled us to add 112 new employees over the past year, and a high percentage of them are disabled. Because of the growing demand for all of our services, Coleman Professional Services now employs a record 428 people in six counties.

To educate the public on the disease and challenges of mental illness, we expanded our quarterly Ambassador Education Program to a

monthly schedule that will now reach hundreds of community members annually. The program includes breakfast, a short presentation, and a request for advocacy for children and adults who suffer from serious and persistent mental illness.

Our behavioral and mental health programs, personnel and facilities continue to receive recognition on state and national levels. Four awards we received are detailed on the back cover of this report. Additionally, we expanded our services into Canton last year, where we are providing a "Recovery Model" of services to area adults. An existing mental health center had shut its doors to thousands of clients, and we were asked to partner with other behavioral health organizations to transition those clients into our care. As a result of this successful expansion, our total number of persons served increased to a record 5,089 in 2005.

While we are proud of our past accomplishments, we do not want to fail to articulate the future strategic direction of Coleman Professional Services. In this report, we explain our mission and goals and a new branding strategy that we believe will help us achieve them.

We also want to thank our community for its continuing support of Coleman Professional Services and the increasing sensitivity toward understanding the challenges of people with chronic behavioral and mental health issues. We look with great enthusiasm toward future growth as the premier provider of efficient and dependable services in the counties we serve.

Financial Statement

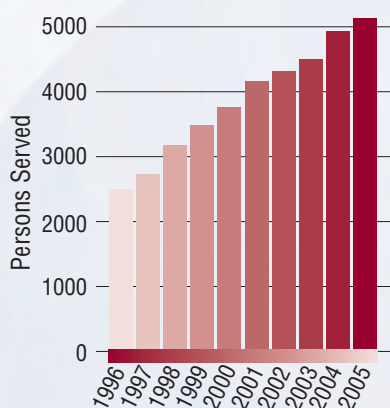
Coleman Professional Services reported total assets of \$8,589,261 and net assets of \$3,771,572 for the fiscal year ending June 30, 2005. Annual operating expenses for the year were \$17,195,335. As a percentage of total revenue, public dollars decreased by 4 percent from the previous year, accounting for 35 percent of total revenue, and service dollars produced by Coleman increased by 11 percent, accounting for 94 percent of total revenue. Enterprise revenue increased by 23 percent in 2005, representing 42 percent of the service revenue. It was the largest single revenue source.

– Mr. Thomas Newton, Chief Financial Officer



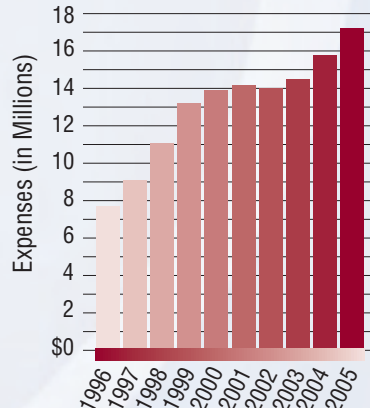
Board Officers: Vice President Sally Kandel, Treasurer Kevin Lewis, Secretary Elsie Teets and President Mike Bakes

Total Persons Served



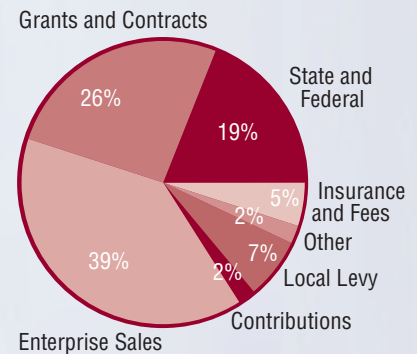
Total Persons Served in 2005: 5,089

Operating Expenses



Operating Expenses in 2005: \$17,195,335

Revenues



Independent financial data provided by Schlbig & Associates, Ltd. for Audit June 30, 2005



Board of Trustees

Back row, left to right

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Chief Lending Officer,
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Not pictured

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Vice President of Residential Development,
First Place Bank

Mary Homer

Community Volunteer



Executive Office

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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

2005–2006 Highlights

Accomplishments

- Total persons served in 2005 was 5,089, an increase of 4 percent from the previous year
- Staff turnover in Behavioral Health was just 5.71 percent and Enterprises was down to 10.06 percent
- Behavioral health services most often used were evaluation and prescreening, psychiatry and counseling respectively
- With the addition of 112 staff members, Coleman set a new employment high with 428 employees throughout six Ohio counties
- Coleman Behavioral Health successfully opened its doors in Canton to serve people with severe and persistent mental illness
- Coleman Data Solutions' (formerly Sage Computer Services) gross sales increased by 23 percent

Awards

- *Healthy Workplace Environment Award* from the Ohio Psychological Association for commitment to employees during construction of Adult Day Building
- *Best Practices Honor* from the American Psychological Association for commitment to employees during construction of Adult Day Building
- Eli Lilly and Company's 2005 *National Reintegration Award* in the category of *Home Sweet Home* for the operation of Coleman's 95 Portage County residential units



Psychologically Healthy
Workplace Awards



- Ohio Rehabilitation Services Commission Southeast Job Placement Task Force *Large Employer of the Year* for Coleman Data Solutions' (formerly Sage Computer Services) commitment to employing those with disabilities

