



2006-07 Annual Report



trumbull



## *Growing with a goal: to improve more lives*

In 2006, Coleman Professional Services expanded into Trumbull County and almost doubled the number of individuals, families and businesses we served. Although our growth contributed to our success, we are not forgetting our home. We still reach the largest number of neighbors in need in Portage County, serving more than 5,500 last year. Coleman's clinical services and enterprises share a common goal: to improve people's lives. Regional growth is allowing us to accomplish that goal.

# True to our motto, growing to meet the needs of our neighbors

Growing is a challenging feat. But, with a clear plan and constant improvements to services, our model for providing behavioral health services regionally was realized in 2006 when we introduced residential, evaluation and behavioral health services in Trumbull County. As a result of that expansion, we served over 10,000 people in five Ohio counties last year – almost double the number we served in the previous year – thus fulfilling our mission of serving more individuals in need.

The goal of providing mental health and rehabilitation services is to help people improve their lives, and there is a new service model for that, too. We began the changeover from the traditional “silo-style” of treating clients to a more holistic recovery team approach. We believe our revamped model will help us make life better for those who are suffering, whether an older adult with dementia or a child with chronic depression.

We also are working to address another critical need in our community: housing for people with severe and persistent mental illness. Coleman Residential Services has the capacity to shelter 95 families and individuals in residences and apartments. While we are looking to expand to over 100 units by 2008, we have a 65-person waiting list for housing. Only with continued community support can we hope to grow Residential Services to help more of our neighbors who are in desperate need of safe and affordable shelter.

Another example of our commitment to helping more individuals is our provision of quality services to individuals who otherwise couldn't afford them. Last year, over 72 percent of our clients had family incomes of less than \$16,000. We anticipate that the economic declines in our service area will cause a sharp increase in the demand for mental health services for the disadvantaged, and we intend to be here to support that need.

Our mental health and rehabilitation services, personnel and facilities also continue to receive recognition on state and national levels. The independent nonprofit Commission on Accreditation of Rehabilitation Facilities (CARF) rigorously reviewed our whole organization and awarded Coleman a three-year accreditation, the highest rating possible. One of the examiner's comments made me particularly proud because it embodies our goal:

“Coleman Professional Services demonstrates an exceptional commitment to providing quality mental health and rehabilitation services to the community.”

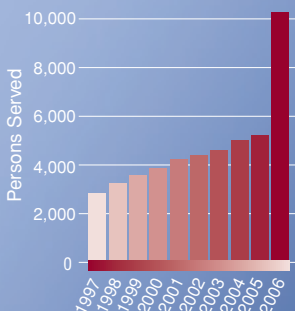
Growing, serving more people and improving more lives. I am proud of our accomplishments in 2006. I am proud to be a part of Coleman. I hope you and all of our supporters feel that way, too.



**Mr. Nelson W. Burns**  
President and Chief  
Executive Officer

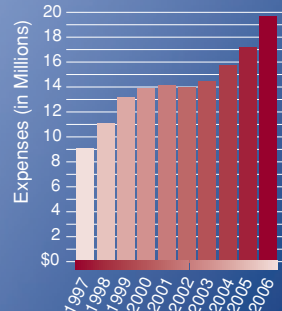
# Financial Statement

## Total Persons Served



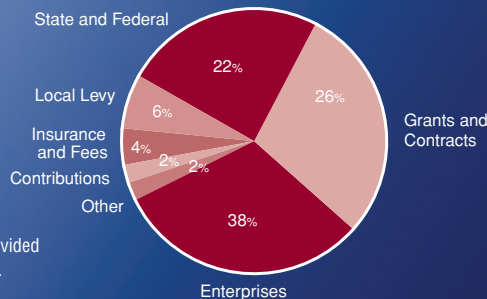
Total Persons Served in 2006: 10,109

## Operating Expenses



Total Operating Expenses in 2006: \$19,857,816

## Revenues



Independent financial data provided by Schlabig & Associates, Ltd. for Audit June 30, 2006

*Coleman Professional Services reported total assets of \$9,345,031 and net assets of \$4,369,425 for the fiscal year ending June 30, 2006. Annual operating expenses for the year were \$19,857,816. As a percentage of total revenue, public dollars and service dollars saw an increase from the previous year. Public dollars increased by 20 percent while service dollars produced by Coleman increased by 18 percent, accounting for 52 percent of total revenue. Revenue generated from Coleman's enterprises increased by 14 percent in 2006, representing 38 percent of total revenue; it was the largest single revenue source.*

– Mr. Thomas Newton, Chief Financial Officer



**Board Officers:** Treasurer Kevin Lewis, President Sally Kandel, Vice President Jo Perko and Secretary Elsie Teets

# I am Coleman.

*Making lives better for a lifetime*

Since Coleman Professional Services' inception in 1978, its mental health and rehabilitation programs have been essential to improving the lives of children and adults in the communities we serve. The story of Joe, as told by his daughter, is just one example of the many faces of Coleman Professional Services.

"My father, Joe, now 85, is a happily married man with four grown children. In 1965, Dad, along with business peers, met at Kent State University to plan for challenges that Portage County's aging population would be facing in the future. This group helped to establish what is now known as Coleman Adult Day Services – something of which he was very proud.

A few years after his accomplishment, Dad had heart surgery at age 49. Though doctors did not expect him to live, he beat the odds. However, he began to experience confusion just a few years after his surgery and Mom had to provide extra assistance. Tragedy struck our family when Mom had a stroke that left her physically impaired. Dad suffered a serious fall not long after.

My siblings and I were committed to keeping our parents together and out of a nursing home, but the amount of care each required made it difficult. Being familiar with Coleman, we decided to enroll Dad in Coleman Adult Day Services several days a week to alleviate some of the daily demands we were trying to manage.

Since being enrolled at Coleman, Dad's physical and mental abilities have improved. Therapeutic exercise provided by Coleman improved his balance, and the social stimulation and activities have improved his mental abilities and lessened his confusion. Dad even started speaking Italian again thanks to friends at the facility!

Because of the programming at Coleman, Dad is able to maintain a good quality of life at home with the love of his life, our mother. We know that without Coleman Adult Day Services, none of this would have been possible. Coleman has made our lives better in so many ways and given back ten-fold to one of the men who helped establish this great program."

To all of us at Coleman Professional Services, Joe is Coleman. But, while his story warms our hearts, we cannot forget that there are many more neighbors in our community who also need help. We will continue to support children and adults with mental health and rehabilitation challenges, knowing that our services are designed to help individuals and families improve their lives, not just for one day, but for a lifetime!



## *Highlights and Awards for 2006-2007*

### *Accomplishments*

- Total persons served by Coleman increased by 98 percent in 2006, exceeding 10,100 children and adults.
- LifeLines of Trumbull County awarded Coleman Professional Services a contract to provide behavioral health services to Trumbull County residents.
- Coleman Professional Services met a strategic goal by reducing administration overhead to eight percent of its operations, providing more dollars to direct clinical care.
- Revenue from Coleman's four contracting mental health boards grew from 15 percent to 19 percent of total gross revenue, showing trust in our work.
- An article emphasizing Coleman's success and best practices in behavioral health appeared in the May 2007 edition of the Ohio Department of Mental Health *Quality Matters* Newsletter.

### *Awards*

- Coleman Data Solutions received a grant from the Ohio Rehabilitation Services Commission to promote employment from home for severely disabled adults working on document imaging services.
- The Ohio Supported Employment Coordinating Center of Excellence at Case Western Reserve University recognized the success of three Coleman employees who have benefited from Supported Employment.
- Coleman Professional Services received highest honors in its 3-year Commission on Accreditation of Rehabilitation Facilities (CARF) national accreditation.
- The Ohio Department of Mental Health awarded Coleman Behavioral Health with honorable mention for the *Clinical Quality Award for Excellence*.



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.

## Services



Provides mental health and rehabilitation services in Portage, Trumbull, Stark, Summit and Medina Counties.  
[www.coleman-bh.com](http://www.coleman-bh.com)



Provides 24/7 Crisis Help and access to behavioral health services and professionals.  
[www.coleman-access.com](http://www.coleman-access.com)



Provides individualized daytime care for adults, formerly Portage Area Senior Services (PASS).  
[www.coleman-adultday.com](http://www.coleman-adultday.com)



Offers vocational and employment services to individuals and companies, formerly Vocational Services.  
[www.coleman-employment.com](http://www.coleman-employment.com)



Provides housing for the disabled and assistance in community apartment planning and support.  
[www.coleman-residential.com](http://www.coleman-residential.com)

## Enterprises



Assists mental health boards, businesses and nonprofit agencies in growth and development, formerly Coleman Consulting.  
[www.coleman-consultation.com](http://www.coleman-consultation.com)



Provides companies and organizations with data processing, storage and imaging services, formerly Sage Computer Services.  
[www.coleman-data.com](http://www.coleman-data.com)



Offers full-service business and leisure travel arrangements, formerly Portage Travel Service.  
[www.coleman-travel.com](http://www.coleman-travel.com)



Provides employee assistance and performance enhancement services to companies.  
[www.coleman-wellness.com](http://www.coleman-wellness.com)



## Coleman Professional Services Board of Trustees

*Thank you for your dedication and service!*

### Front Row, Left to Right:

- Kim Hamilton**  
American Medical Response
- Suzanne Frank**  
Kent City Schools
- Elizabeth Curtis**  
American School Health Association
- Jo Perko, Vice President**  
Eldercare Management Services
- Mary Homer**  
Community Volunteer
- Sally Kandel, President**  
Kent State University
- Elsie Teets, Secretary**  
Community Volunteer
- John Gargan**  
Portage Community Bank

### Back Row, Left to Right:

- Tom Sly**  
Hutsler & Sly Insurance Agency
- Ann Otto**  
The Otto HR Group
- Ron McDaniel**  
Liquid Learning, Inc.
- Sabrina Christian-Bennett**  
Portage Path Title Agency
- Kevin Lewis, Treasurer**  
Portage Community Bank
- Shannan Ritchie**  
Robinson Memorial Hospital
- Brian Tirbovich**  
Certified Nursing Assistant
- Michael Bakes**  
Emerald Transportation

**Sandra Ekstrand**  
Mount Union College

### Not Pictured:

- Pam Grimm**  
Kent State University
- Greg Selzer**  
Huntington Bank
- Lynn Dupuy**  
L.E. Dupuy & Associates



## Executive Office

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 Kent, Ohio 44240  
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 800-673-1347  
 330-678-3677 Fax  
[www.coleman-professional.com](http://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

