

2000

Goals for the year 2000 according to the CEO Report in the 2000 Annual Report

- ✓ Be recognized as a premier provider by our stakeholders
- ✓ To be considered a premier employer by our professional
- ✓ To provide a proactive vision of emotional wellness in the community

2000 Year in Review according to the 2000 Annual Report

Building Expansion – Construction of new housing projects continues in order to reduce the number of individual living without housing or in local shelters. A new group home serving seven chronically mentally ill residents was completed this year in Windham. A \$340,000 federal grant will fund the building of an eight-unit apartment in 2001. In addition, another seven-resident home will be built behind the current group home on Rhodes Road in Kent. Coleman owns or operates over 70 residential units throughout the county.

In order to streamline services for Portage residents, planning proceeds for the construction of a new countywide information center on Coleman's Ravenna campus to centralize telephone lines for crisis intervention and emergency mental health services. Part of a collaborative effort with Townhall II and the Portage County Mental Health and Recovery Board, the project, estimated at \$1.23 million, received a \$532,000 state grant.

A new Senior Center Complex, which will include adult day care services as well as con current

programming for Alzheimer's clients, is also in the development stage, with groundbreaking planned for the fall of 2001.

Developing Enterprises – Revenues from Coleman business enterprise reached 31 percent of total revenue collected in 2000.

Coleman's Customers – In the last year, the average income level of those served rose as the private insurance population chose Coleman as a cost-effective healthcare environment. A total of 3,731 individuals were served in 2000, an increase of eight percent over the previous year. The duplicated count was 9,413, an increase of eight percent over 1999.

Coleman's Services – Children's Services at Coleman expanded this year, adding more youth-based programs and outreach services. Over 560 children were served in 2000, which is 25 percent of the total customers served. Coleman's staff of approximately 400 employees included 60 licensed and certified clinical professionals.

Continuous Quality Improvement – Improving quality of service remains a top priority at Coleman. A number of CQI initiatives include extensive in-house and off-site training opportunities for employees. Staff members conduct workshop on a variety of topics, such as customer service, dealing with change, empowerment and conflict management. Each year, special Quality Awards, which include a monetary stipend, are presented to selected employees to recognize their contributions to the organization.

Others have recognized Coleman, including Captiva Software Corporation, who presented Sage

Computer Services with its Process Innovation Award. The award honors those who use technology in unique and innovative ways to enhance business productivity. Coleman's Juvenile Forensics Team was one of only 19 national projects selected to present at the International Federation of Families for Children's Mental Health Conference. Coleman also received a \$90,000 grant from America Online Foundation to fund a pilot program to provide supplemental therapy over the Internet for a limited number of clients. Coleman's innovative proposal was one of 12 selected from 900 applications nationwide. Coleman was also ranked highest in Ohio's 1999 Continuum of Care application selection, part of a Federal Housing and Urban Development (HUD) "Best Practices" award.

Fiscal Summary for 1999

*Document 35: Financial Statement of 1999- 2000 Fiscal Year for the 2000 Annual Report

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1999 Accreditation 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

*Document 36: Obituary of David H. Green from the Record-Courier

*Document 37 (a,b): Program from funeral services of David H. Green (2 pgs.)

*Document 38: Record Courier article about the new Portage Area Day Services facility

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[CARF](#) accredited in Behavioral Health, Vocational, and Psychosocial programs. Ohio Department of Mental Health, and Ohio Department of Health.

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