

2001

CPS Facts and Figures 2001 (from a grant proposal provided by Don Luscher)

- ✓ Three of Coleman Professional Services' administrative staff have been CARF surveyors for the past 10 years. Coleman provides 21 services and operates 10 enterprises. Coleman currently employs 376 people.
- ✓ Coleman serves 4,000 adults and children annually. In the last 16 years, Coleman's annual budget has grown from \$1.5 million to over \$4 million.
- ✓ Coleman has expanded into six counties including Summit County (Akron), where job training and employment for over 100 disabled residents is provided. Coleman also aids people in Stark, Columbiana, Trumbull and Mahoning Counties.
- ✓ Received the "2001 Award of Excellence," a highly competitive national award given annually and presented jointly by the National Council for Community Behavioral Healthcare and the Association for Behavioral Healthcare Management.
- ✓ Coleman also received the governor of Ohio's "Award of Excellence."
- ✓ Coleman Professional Services is one of nine organizations in the state of Ohio to receive a grant for the Department of Alcohol Services, and Mental Health and Drug to provide substance abuse and mental health services based on the New Hampshire Model of Recovery.
- ✓ Coleman is one of the four organizations to receive a Work Incentive Demonstration Grant for the Ohio Department of Mental Health. Coleman also serves as a Social Security Demonstration site for the Jobs Incentive Focus with the intent to increase the use and understanding of Social Security Administration work incentives among people with severe mental disabilities who receive or have made application to receive SSI/SSDI benefits.
- ✓ One of Coleman Professional Services' business enterprises, Home Developments Group manages all of the apartments and group facilities of Coleman. They have been managing the properties for seven years. The residential properties no total 40 independent apartments at 11 different sites and five group facilities at five different sites. These facilities combine to offer 77 total living units for our clients.

The information below was provided by Coleman's response to the nomination for the Community Provider Award:

- ✓ Coleman is committed to serving the most vulnerable of populations regardless of ability to pay. Last year, Coleman served 3,728 adults and children. Over 58 percent of these people had annual family income of less than \$8,000. An additional 16 percent had incomes of less than \$16,000. Coleman provides \$200,000 in non-reimbursed care annually.
- ✓ Coleman also hires consumers to work in professional positions at the organization. Consumers have worked and are working in positions in case management, fiscal, residential, and secretarial support. Coleman has employed 15 people in professional positions in the last five years. Coleman's business enterprises employ over 111 disabled individuals per year.
- ✓ Coleman is engaged in the Consumer Outcomes project the State of Ohio is initiating. This project will help consumers have a stronger voice in their treatment planning and will help to monitor recovery in a more consistent

fashion.

- ✓ This past year Coleman received a grant from America Online to demonstrate innovative ways the rural, low-income persons with mental illness can overcome barriers to participating in opportunities of new technologies, especially the Internet. Coleman was one of only 12 grants awarded nationwide. Computers and dial-up connection will be provided to 20 persons. Scheduled live online chats will augment face-to-face sessions. Participants will also be able to give and receive online support with other persons living with mental illness. Equipment and training are provided to the participants.
- ✓ **The Kevin Coleman Foundation:** The Foundation is completing a \$1.75 million capital campaign.
- ✓ **HUD residential model as Best Practice:** Coleman has been acknowledged at the State level by the Department of Development and the Department of Mental Health. The organization has been awarded on the National level by the Department of Housing and Urban Development as being a leader in the field in housing development and operations for persons with mental illness. Coleman is one of the four organizations in the nation to be chosen by HUD to be the subject of research in Best Practices for provisions of service to rural homeless populations. Coleman's applications for new project and renewals of projects have consistently been met with success of the past 10 years and have resulted in six project being funded. These project include independent housing as well as service enriched housing for persons with substance abuse and mental illness. The success has also been a result of positive collaborations with other County organizations. Coleman has received funding for the past 10 years from the Ohio Department of Development to support residential staff positions.
- ✓ **High-risk children and youth team with Portage County Juvenile Court:** Coleman is one of 19 organizations in the nation to be invited to present their innovative youth program at a national conference.
- ✓ Coleman received a Work Incentive Demonstration Grant from the Ohio Department of Mental Health.
- ✓ Coleman Professional Services is one of nine area in the State that was awarded funding to provide services based on the New Hampshire Model of Recovery.
- ✓ Coleman owns and operated a seven-bed home for persons with dual diagnosis. Coleman is in the planning stages of building another seven-bed home for persons with dual diagnosis. Completion is anticipated in the next 18 months.
- ✓ Coleman's program evaluation model focuses on timely and cost-efficient service delivery. Achievement is expressed in the percentage of goal attainment, which is reported for each objective. When percentage falls below this goal (below 100%) it is subject to review to determine the cause and method to improve.
 - Timeliness of service is measured in several of the clinical programs.
 - Emergency prescreening service achieved 100 percent of their goal for following up with customers they saw and achieved 108 percent of goal for completion prescreening sessions in 1.5 hours or less.
 - Crisis residential services had 123 percent of customers staying 11 days or less in the unit.
 - 150 percent of customers in case management services received first services within seven calendar days of initial referral.
 - In Psychiatric service the percentage of consumers reaching maintenance within six months was achieved at 120 percent for adults and 147 percent for children and adolescents.

- In vocational evaluation, written reports were completed in 10 days 103 percent of the time.
 - The customers in partial hospitalization, intermediate program, received a disposition within 30 days 123 percent of the time.
 - In intake, 101 percent of the phone enrollments were completed in one call and 122 percent of the phone enrollments were completed in 30 minutes or less.
- ✓ Coleman has reduced cost associated with inpatient hospital stays for persons experiencing chronic mental illness. Persons living in group facilities have consistently reduced the number of days their are hospitalized. Coleman has also been able to reduce the number of hospital bed days used for all persons served each year since 1990 and currently only has five persons in the State Hospital.
- ✓ Coleman Professional Services focuses on budget management and fiscal responsibility to the customers as well as to employees. Coleman has continually increased revenue to provide the needed service to customers while balancing the expenses associated with those services. Coleman has been able to achieve a positive net return 14 out of 15 years between 1985 and 1999. For the past two years, Coleman has done a good job of keeping administrative costs to a rate of 15 percent per year. In FY01, Coleman is projecting a net return of \$336,996.

*Document 39: Record-Courier article about Donald Luscher, John Peterson and the Foundation

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