

Partners in Health

Building Valuable Relationships to Serve Clients

Through Coleman Employment Services, Coleman provides job placement for clients while developing meaningful relationships with our health partners.

RoMaster Corporation, a Norton-based provider of janitorial services and supplies, began working with Coleman ten years ago. Job Development Specialist, Jim Smith, began this relationship and said RoMaster gives individuals with disabilities a chance for success. Instead of focusing on what the client cannot do, they see the client's potential.

RoMaster works with Coleman Employment Services to seek out the strengths of our clients. They assess clients and determine how best to accommodate them. For instance, if a client works at a slower pace, RoMaster finds responsibilities to fit that characteristic.

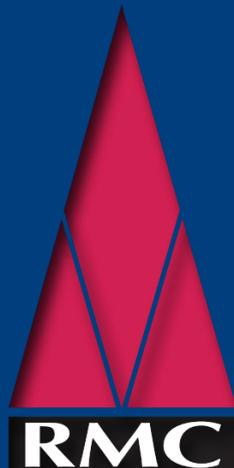
Coleman Employment Services works with employers to assign workplace responsibilities, build confidence and enhance work ethic for our clients. It also provides structure by giving them a weekly schedule.

"Our relationship with Coleman has been quite successful," said Kathy Klisz, the owner of RoMaster. "One Coleman client developed an increased sense of accomplishment and pride during his time working at RoMaster. He has a totally different attitude since he's been with us."

Originally, RoMaster partnered with Coleman's Portage County clients, and over time, they extended that relationship to the Stark County area. Throughout the years, Coleman has placed more than a dozen clients with RoMaster, and we continue to foster this partnership daily.

Employment often plays a significant role in successfully treating mental illness, but Coleman Employment Services doesn't just place clients in jobs. It offers job coaching for the severely disabled as well as assistance with resumes and interviewing skills.

This partnership and RoMaster's continued support is an invaluable resource for Coleman Employment Services and its clients. It illustrates the positive outcomes of businesses and individuals working together and discovering opportunities to better the lives of those in their communities.



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Executive Offices

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Accreditation and Licenses

CARF, the Commission on Accreditation of Rehabilitation Facilities

ODADAS, Ohio Department of Alcohol and Drug Addiction Services

Ohio Department of Mental Health

Ohio Department of Health

In association with Allen, Auglaize and Hardin, Portage, Stark, Summit and Trumbull County Mental Health Boards

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A Note from Nelson

Operating nonprofit organizations responsibly and effectively is a constant challenge because of the many complexities involved. The recent and unfortunate situation Trillium Family Solutions experienced early in 2013 and which is discussed in the article to the right, should serve as a "wake-up" call for nonprofit governance boards and professionals. There's a fine balance in the dual responsibilities of running a business while serving more children and adults in our community who are experiencing behavioral health challenges with little money to pay for these services.

Board members of nonprofit organizations must understand the financial complexities of operating a business and the variety of revenue sources. It's vital that volunteer board members understand their fiduciary responsibilities so they can more effectively lead an organization. Professional staff should educate volunteers and articulate the existing hurdles and their complexities. As a leader, I need to continually evaluate how I inform my board, so they understand the financial challenges we face and the decisions we make.

A for-profit entrepreneur recently gasped at my comment that more than \$15 million dollars of our business had one-year contracts. He did not realize many nonprofits were challenged yearly for outcomes like for-profit businesses. I am fortunate to run a business with the wonderful mission of "...improving the lives of others." For Coleman to be successful and continue to serve others, our organization must be a responsible employer and business. This takes effective and educated volunteer board members and professional staff. Coleman is fortunate to have a strong, dynamic, involved board. And, it is part of my personal mission to ensure Coleman's professional staff is effective, educated and working to serve that board and our communities.

With Gratitude,

Nelson W. Burns
President and Chief Executive Officer



Services Grow in Stark

Bigger isn't always better, but when it comes to serving more individuals in need, having a larger reach can undoubtedly help. Coleman's administrators were contacted in late 2012 to collaborate with Trillium Family Solutions of Stark. Trillium was struggling financially and could no longer function by itself. When it became evident that Trillium Family Solutions was going to declare bankruptcy in early 2013, Coleman and Trillium agreed to work cooperatively to support clients needing services and the employees who were providing these services.

The biggest concern during the transition was safeguarding the continuity of care for clients because a high level of trust is needed to form productive relationships between clients and their case managers, psychiatrists and counselors. Fostering that relationship takes a great deal of time.

Understanding the sensitive nature of these connections, Coleman saw the importance of maintaining Trillium staff who were already working with clients. Paulla Gates, chief officer of Coleman Behavioral Health in Stark County, said Coleman hired many of those individuals, bringing on 27 for behavioral health, 44 for social services and two for administrative positions. The hiring process was accelerated to guarantee payroll and health insurance wouldn't be disrupted.

"There was no gap in services as cases were transferred from

Trillium to Coleman Professional Services," said Gates. "The transition was seamless with most clients continuing with the same psychiatrist, and in most cases, the same case manager and counselor."

Cases were transferred from one organization to the other. As a result of this, Coleman behavioral health clients served in Stark County nearly doubled, rising from 1,348 in February to 2,290 in March. These services are being provided in Canton at Coleman's location on West Tuscarawas Street and also in Alliance on West State Street. "The leadership of John Aller and the Stark County MHRSB was enormously instrumental in assuring the process went so smoothly," Nelson Burns, Coleman's CEO, commented. "All of the key organizations had to collaborate together to ensure services to Trillium active clients and thousands more that were inactive at the time."

Coleman also expanded its social services to include the following, formerly offered by Trillium: HIV prevention services, homeware and guardian services. Susan Stroup, chief officer of Coleman Social Services, is providing valuable leadership to the nearly 1,000 individuals supported by these services. These social services are supported in part by the Stark County United Way.

"Through effective planning and coordination with community leaders, volunteer board members and professional staff, the two organizations were able to transfer, without interruption, vital services for people who need to stabilize their families and our community," Burns concluded, "I am very proud of everyone's selfless efforts in this delicate situation." 

Mark Your Calendar for These Upcoming Events!

"Kids 4 Coleman" Dessert Extravaganza

Join the fun Thursday, August 8 at the 5th Annual Dessert Extravaganza hosted by "Kids 4 Coleman" to benefit Coleman Adult Day Services in Ravenna. For more information, contact Kimberly Hutson at kimberly.hutson@coleman-adultday.com or call 330-676-8037.

Golf Outing

Meet us on the green at the Quarry Golf Club in Canton for the inaugural "Coleman Cup" Golf Outing August 14. The event will support more than 5,000 clients served by Coleman in Stark County. For details, contact Stephanie Sodik at stephanie.sodik@coleman-professional.com or 330-454-7066 ext. 424.

25th Annual Right at Home

Right at Home

Join us Saturday, September 7 for the 25th anniversary of Right at Home. Thomas V. Chema, the president of Hiram College (pictured below left), will host the event at his home in Hiram. For more information, contact Morgan Goldthwaite at morgan.goldthwaite@coleman-professional.com or 330-676-6832.





“I am Coleman”

Coleman Gave Me a Sense of Security

The beginning of my story is not unusual. I was born in Mississippi, and after moving around with my family as a child, we finally settled near Canton. Like other children, I enjoyed spending time with my older sibling. My brother and I loved to fish, something that we both still like to do.

But, things changed ten years ago when my life went from being good to being awful over the course of a few months. Before that, I was almost always working. I'd worked in different fields, including restaurant management, manufacturing and landscaping. At one time, I had even been a model for a local ad agency.

Something was wrong, but I didn't know what. I didn't want to eat or drink, and I lost 24 pounds as a result. It was all I could do to pick up the mail or take out the trash. I decided to see my regular doctor, who prescribed an anti-anxiety medication. Unfortunately, I was allergic to it, and my symptoms stayed.

A friend suggested I go to Nova, a mental health provider in Canton. I met with another doctor there who put me on a medication that worked better than the previous one. I was also assigned a case manager to help me. Things improved until Nova shut its doors, and I didn't know who to see for help. I wasn't sad about it – I just gave up. That wasn't like me, because I'm not a quitter.

This time, instead of losing weight, I gained it. I was eating junk food and drinking a lot of pop even though I knew it wasn't good for me. Taking care of yourself is nearly impossible when you just don't care about anything.

Eventually, I was directed to Trillium Family Solutions. The doctor there diagnosed me with severe depression and schizoaffective disorder. I finally found out what was happening to me, I received proper

care and now, I feel fantastic. I moved into a group home with ten other people, and it's been perfect for me. We all have different interests and hobbies, but for the most part, we all get along. Since I was getting the medical help I needed for my mental illnesses, I began taking better care of myself again by eating healthier and working out.

A few months ago, I learned Trillium would be closing. Again, I would be forced to make a change to the behavioral health care that was working so well for me. Fortunately, this time was different.

Coleman Professional Services took over all of the behavioral health and most of the other Trillium services. Coleman hired my Trillium providers, and I didn't have to make any changes, making the transition seamless for me. The Coleman offices are beautiful, and I'm seeing the same doctor and have the same case manager. I feel wonderful, have plenty of friends, enjoy social activities and still love fishing with my older brother. ☺

True story of a Coleman Behavioral Health – Stark County client.

What's New?

Coleman Introduces New Youth Board

After the success of the first Coleman Youth Board during the 2011-2012 year, another group of students came together for the second year of the program. With the inception of the Coleman Youth Board, Coleman uncovered a new approach to educate the community by helping students learn about mental illness and the stigmas that surround it. Coleman Youth Board had monthly meetings where they discussed ideas for projects to share what they learned with their peers at each school.

Maggie Marten, a junior from Stow High School, returned to the Coleman Youth Board this year. “Being on the CYB the last two years has given me the opportunity to both learn about the diseases of mental illness and to become a leader in my school, making presentations and sharing what I've learned with my classmates and some teachers,” she said. “If we all share what we learn, maybe our generation can be the one to change the way people think about those who have a mental illness.” ☺



The 2012-2013 Coleman Youth Board members are:
Top: Maggie Marten, Sharon Clegg, Gretchen Miller, Emma Sampson, Hayley Chlad, Jereme Maffei, Amber Titus, Gillian Seibel, Madison Eggleston, Katie Bridgewater and Payton Pfile
Middle: Lizzie Jaber, Sam Rubin, Kara Hokes, Elizabeth Bailey, Drake Dewey and Gillian Brenner
Bottom: Hope Nal-Heeter, Shelby Jameson, Hannah Face, Frankie Cook, Lindsey Patterson and Emily Patterson
Not Pictured: Laura Castiglione and Llewsha Perry

Coleman's Commitment to Suicide Prevention

Recent tragedies in the U.S. have thrust two issues to the forefront of current discussion – gun control and mental health. Contention surrounding firearms is eclipsing the national conversation addressing mental illness. When the discussion turns to suicide, however, the two topics converge.

“Suicide prevention is a core priority of behavioral health,” said Sandy Myers, chief officer of Coleman Behavioral Health in Portage County. “To prepare our providers, we research evidence-based practices in risk assessment and provide training on suicide risk assessment, management and treatment.”

The means used is a critical factor in determining fatality risk. According to a Harvard study, 85 percent of suicide attempts were fatal when a firearm was used. Most other attempt methods had a fatality rate of less than five percent. The study offers a simple explanation: Suicides are often attempted from feelings of despair or panic, and guns are a quick, irreversible choice.

Professionals agree limiting access to potentially lethal means, including medications, firearms, knives and other sharp items, is crucial to reducing the danger for those at risk. Suicide rates in the counties Coleman serves have fluctuated near the national benchmark during the past ten years, but for those using Coleman's services, it's a different story.

“The number of people active in Coleman's services who complete suicide has decreased each year since 2009, despite the number of people served having more than doubled,” said Myers. “These decreasing rates coincide with recent protocol requiring follow-up calls or visits for those who were considered at-risk and missed appointments.”

Coleman Behavioral Health is involved in suicide prevention coalitions in all seven counties it serves including Trumbull, Portage, Stark, Summit, Allen, Auglaize and Hardin. A 24/7 crisis line is available for anyone facing a crisis, and Coleman Access Services offer around-the-clock emergency intervention in all seven counties.

Suicide Prevention Tips

- > Don't leave someone alone who is expressing thoughts of self-harm.
- > Limit access to dangerous objects (i.e. firearms, medications, knives and sharp objects).
- > Discuss what they are feeling. Ask directly about thoughts they are having.
- > Seek help from a professional. Contact Coleman at 1-877-796-3555.

If you would like to donate funds to support suicide prevention, gifts can be directed to the Coleman Foundation's restricted Suicide Prevention Endowment. Learn more at coleman-foundation.com.

Coleman Professional Services Board of Trustees

Thank you for your dedication and service!

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Capital Improvements in Portage County



Three capital projects are in the planning stages within Portage County to “Foster Recovery, Build Independence and Change Destinies” by increasing Coleman's presence and effectiveness throughout the area.

From a children's center to apartments for those living with mental health issues to a transitional youth home, Coleman is addressing the needs of a variety of community members.

While the firm timeline for these projects is still being determined, the tentative completion date for the Phoenix Building is fall of 2014. Located on East Main Street in Ravenna, the building is meant to become a dually functioning facility for housing and business. The Coleman Foundation, private foundations and donors as well as state and federal funds will support the Phoenix Building's goal to provide permanent supportive housing.

The current design plan for the building features 10 apartments for individuals living

with mental health issues. The ground level will have at least three retail spaces available for community businesses. Tucked alongside restaurants and other businesses, the Phoenix Building will be a functioning part of the community atmosphere downtown.

The Center of Excellence for Children is slated to follow the Phoenix Building with an estimated completion date of spring 2015. Part of the Coleman Foundation's “Touching Lives, Changing Destinies” campaign, the Center of Excellence for Children will be an addition to Coleman's main offices on Rhodes Road.

It will be used exclusively for the treatment and case management of children with behavioral health issues. As the number of children requiring care has climbed in the past few years, the facility is more essential than ever to working with the community's youth and enabling children to reach their full potential.

Just a few miles away, two houses located on West Main Street in Kent have been purchased for another project. Both of these houses will be torn down and replaced with a home for transitional youth that will include 11 apartments. The current plan for the building is to utilize the same design as the Walter Capling Apartments located in Kent, Ohio. In addition to the Coleman Foundation's funding support, Coleman is applying for state and/or federal grants as well as commercial loans if necessary to complete this project.

The Washington House Transitional Youth Home in Trumbull County is a similar facility and will serve as a model for this project. The complete details regarding the facility's set up are not yet determined, but it will have the same purpose of helping young adults with a mental health diagnosis transition from homeless or foster care and engage in mental health, education and employment services.

While Coleman's services apply to a range of community members and their mental wellness, the projects mentioned above will focus on addressing the specific needs of certain groups. These concentrated efforts will enable those at Coleman to help individuals needing assistance in Portage County on a larger scale. ☺



The Facts

The Alzheimer's Association released the **2013 Alzheimer's Association Facts and Figures** report, which identifies Alzheimer's as the **sixth-leading cause of death** in the United States.

Legacy of Care
Since 1984, Coleman has been providing services to adults with Developmental Disabilities or declining physical and cognitive abilities.

Local Impact
From 2000 to 2010 the number of Ohioans with Alzheimer's rose from 200,000 to 230,000, marking a 15 percent increase. The 2013 Alzheimer's Association Facts and Figures report show that this increasing rate is a trend in all 50 states and is continuing to rise.

Growing Need
In the past year, Adult Day Services has seen an 8 percent growth in services. As clients' illnesses become more severe, the Adult Day staff helps discharge participants to hospice care or nursing homes depending on the family's wishes.

Identifying the Disease
Though every individual case is different, Janet Phelps, the chief officer of Adult Day Services, said there are some signs that often appear with the disease. These include behavior changes, misplacing important items and repeating conversations.

Caregiver Support
Adult Day Services offers a “Dementia Support Group” for client families and the public each month. Staff members care for loved ones, while attendees listen to speakers on dementia. Attendees are given time to share their personal experiences and ask questions.

For more information about Adult Day Services visit www.coleman-adultday.com

