

# Partners in Health

## Mental Health and Recovery Boards



Ohio mandates that every one of its 88 counties have a Mental Health and Recovery Board (MHRB). Coleman values the relationships it has developed with the MHRBs in each of the seven counties that it serves. In addition to supporting our mission to “improve the lives of individuals, businesses and families,” the local MHRBs also provide funds that are necessary to transforming that mission from a vision into a reality.

In fact, the funds received from MHRBs account for about 31 percent of the total operating funds of Coleman Professional Services. They are second only to Medicaid funds received from the state and federal government, which comprise about 38 percent. Without the financial support of MHRBs, it would be a challenge for Coleman to function at all, and expanding services to reach more clients would be impossible.

The boards fund Coleman and other mental health and recovery agencies. They function as hubs where community members and those who need services can find information and resources. Additionally, the boards help raise awareness and promote education by offering training courses and hosting events about mental illness and addiction.

These boards plan, monitor and evaluate mental health and recovery services in their county. This helps them ensure the services being offered by the agencies they fund are meeting the clients’ needs and improving the community as a whole.

Like most MHRBs, those in Portage, Stark, Summit, Trumbull and Allen, Auglaize and Hardin counties rely upon the support of voters when new or renewal levies are on the ballot. By voting yes to support these boards, you are also supporting Coleman and other providers in their efforts to improve our communities through the provision of vital services.

### In This Issue

Health Homes

Expanding Services  
in Stark County

Advancement through  
Advisory Boards

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#### Accreditation and Licenses

CARF, the Commission on Accreditation  
of Rehabilitation Facilities

Ohio Department of Mental Health  
& Addiction Services

Ohio Department of Health

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

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2013 | Volume 2

A publication of



### A Note from Nelson

At Coleman Professional Services, we believe that integrated health care is the best model for achieving better patient outcomes, both mentally and physically. Thus, our involvement with the Medicaid Health Home initiative is more than just an integration of behavioral health services and primary health care services. It also involves promoting healthy lifestyles and providing wellness information to families dealing with chronic mental illness. In other words, how can we help our clients get care for other conditions and put healthy-living practices – like good nutrition, exercise and disease prevention – to work in their lives?

Designed specifically for Medicaid’s high-risk beneficiaries, the initiative calls for intensive care coordination and individualized plans. Common to each plan are key health care measurements, such as blood pressure, cholesterol and body mass index (BMI) screenings, that help patients understand their risks for major diseases and establish personal health goals.

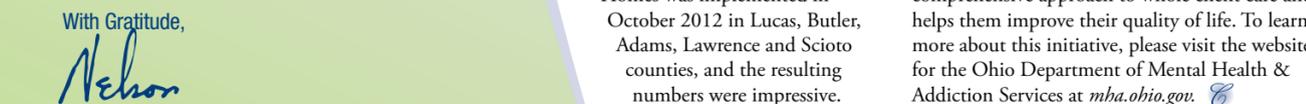
The initiative’s payment approach represents another positive change. Monthly per member per service payments give Coleman the freedom to apply “whole-person” health care practices that lead to improved, long-term health. For example, by providing overweight patients with exercise classes and nutritional counseling in addition to traditional therapy we can help those clients with their overall health.

Finally, I am confident that this new initiative will lead to more effective treatment of the five major diseases: asthma, cardiovascular, diabetes, depression and substance abuse. Thanks to support at a federal level to establish a new approach toward prevention and coordinated care, we look forward to helping our clients live healthier lives through Health Homes.

With Gratitude,



Nelson W. Burns  
President and Chief Executive Officer



## Health Homes The Future of Integrated Health Care

Integrated health care is on the rise throughout the United States as more health care providers begin to recognize the importance of a whole person approach to improving individuals’ health. Coleman understands that achieving a healthy lifestyle depends on many factors that impact a person’s everyday life. For that reason, the services Coleman offers have long included an integrated health care element.

Ohio Medicaid and the Ohio Department of Mental Health & Addiction Services recently developed an initiative to improve the overall quality of care for Medicaid recipients. A result of the Affordable Care Act of 2010, this program, dubbed Medicaid Health Homes, offers a holistic approach to care by addressing every aspect of a person’s lifestyle that could affect his or her health.

This combined effort led to the creation of Medicaid Health Homes to treat those with serious and persistent mental illness. The concept is simple: better coordination of care can result in healthier lives for any person, including individuals struggling with mental illness.

Phase I of Medicaid Health Homes was implemented in October 2012 in Lucas, Butler, Adams, Lawrence and Scioto counties, and the resulting numbers were impressive.

The amount of people accessing the services in the first five pilot areas was much greater than initially anticipated, illustrating the magnitude of need for such care. During phase II, other counties throughout Ohio will have the opportunity to offer Medicaid Health Homes.

As a current provider of behavioral health services, Coleman plans to be involved with the implementation of Medicaid Health Homes. The Coleman locations in Allen, Portage, Stark, Summit and Trumbull counties are expected to apply to deliver this approach in the spring of 2014 as a part of the phase II implementation.

As Coleman implements Health Homes, each location will have Health Home teams work with patients to coordinate overall health care. The teams will include designated primary care clinicians to oversee care for patients. These professionals work with patients to coordinate all facets of care from arranging food assistance to scheduling vaccinations, screenings and regular tests. They can help connect patients with the correct medical providers, including dentists, pediatricians, counselors and child care providers, to name a few.

Coleman’s mission has always been centered on improving the lives of those within our communities. Health Homes facilitates a more comprehensive approach to whole client care and helps them improve their quality of life. To learn more about this initiative, please visit the website for the Ohio Department of Mental Health & Addiction Services at [mha.ohio.gov](http://mha.ohio.gov).

## Foundation Wish List

During this season of giving, please consider contributing to Coleman Foundation’s Annual Drive. You can donate securely online at: [www.coleman-foundation.com](http://www.coleman-foundation.com).

In addition to the many ongoing needs that we have in order to serve our clients, there are many basic needs that our clients have. Many of these are for our residential clients.

#### Residential Needs:

- Hygiene items
- Toilet paper and tissues (food stamps do not cover)
- Cleaning supplies and dish detergent
- Laundry detergent
- Dish cloths and dish towels
- Sheets (primarily for twin beds)
- New pillows and blankets
- Plastic mattress covers
- Pillow covers
- Dishes

- Pots, pans and bake ware
- Art supplies, games and cards

#### Living Needs:

- Bus passes in all counties
- Gloves, mittens, hats and scarves
- Gift cards to stores, such as Target, for household needs and clothes
- Grocery gift cards
- Funds for medication co-pays
- Funds for apartment deposits and/or utility hook-ups

#### Coleman Adult Day Needs:

- Craft items – markers, colored paper, paints, etc.
- Magazines (animals, *National Geographic*, cars, etc.)
- White washcloths and towels
- Sweaters
- Outdoor storage shed

In the spring, we would like flowers, small trees and bushes as well as volunteers to help the residents with the landscaping.

If you can donate any of these items, please call Jennifer at 330-676-6876 for more information. To donate online and have your contribution go to a particular need, please indicate it on the donation page.

*Thank you very much for your consideration.*



# “I am Coleman”

## My Path to Recovery



I was alone and lost, thinking my life might as well be over because nobody cared. It was a horrible way to feel, but with Coleman’s help, I was able to start my path to recovery.

I grew up with nine siblings and had what I considered to be a “normal” childhood. With a family that size, there were always chores to do and siblings to play with. Now, I realize I come from a family of drinking and drugging – but then, I didn’t know it was unusual.

In my teens, my sisters and I would sneak out to party. Once, when I was drunk, I was raped. My mother blamed me because I’d been drinking. That was just one of many traumas in my life.

I got married and started a family. My husband worked, while I raised our three kids. I drank but never felt out of control. When we divorced, it was terrible and stressful; I spiraled down and turned to alcohol. My family and I didn’t realize I had a mental illness in addition to an alcohol problem and needed help.

I was jailed, hospitalized and put into a nursing home several times. I was very sick in the nursing home and was not getting treatment for my illnesses. Numerous attempts at counseling weren’t helpful, until I was directed to Coleman. Once I started counseling at Coleman and began to see the psychiatrist, I finally started down the path to being healthy.

My psychiatrist realized I had an alcohol addiction, schizoaffective disorder and depression, and he began to treat all of my illnesses. I moved into one of Coleman’s supportive housing units, where I lived with six other women. Our case managers and nurses did daily checks and made sure we had our medications. I also participated in individual and group counseling sessions.

In the home, we had chores and learned independent living skills. I felt closer to the women there than my actual family. I improved my behavioral health, and with the help of the Coleman doctor and nurses, I also lost weight and am feeling healthier. After several years in supportive housing, I was well

enough and had the skills to move into an independent apartment.

Having my own apartment was a dream I wouldn’t have achieved without Coleman’s help. I had no money for a deposit, but my case manager arranged for a grant from the Coleman Foundation. Now, I’m living independently, and I am proud to say I have repaid the grant so another person in need can use that money.

My family and I have made our peace, and they understand that I was very ill. While I

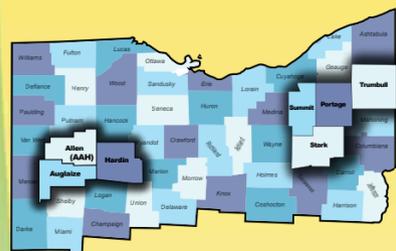
don’t see some of them because they still drink, I do spend time with my daughter and her kids.

If I ever meet anyone who is sick like I was, I will tell them to go to Coleman. I want others to have that lifeline available to them. Coleman is there for you. They work for families, and at one point in my life, they WERE my family. Everything you need to live a healthier, happier life is at Coleman. *S*

*True story of a Coleman Behavioral Health client from Allen, Auglaize and Hardin counties.*

## Advancement through Advisory Boards

The last few years have brought significant growth to Coleman. It’s not just the number of individuals served, but also the number of counties represented in our footprint. As a strategy to understand and appreciate the dynamic differences from location to location, Coleman has turned to advisory boards comprised of community



leaders. Recently, the Allen, Auglaize and Hardin advisory board was added. The other advisory boards, including those in Trumbull and Stark counties, have been in existence for some time.

While the existing non-profit Board of Trustees for Coleman Professional Services has more direct influence and input in regard to how the organization functions, the advisory boards serve as an additional resource. The main purpose of these boards is to provide the professionals at Coleman with another level of insight into the needs of the local community.

The advisory boards are comprised of community members who meet four to six times a year. During these meetings, they seek to develop a clear plan for advancing Coleman’s mission within the community. The board also acts as a “sounding board” from which Coleman can glean insight into the group’s overall perspective concerning possible changes or decisions that could affect the entire community.

“Advisory boards provide us with the networking opportunities to learn the unique needs of members of each of our Coleman communities,” said Coleman Professional Services CEO Nelson Burns. “They have been important in helping us plan in key areas so that we can effectively serve individuals.”

In many cases, the board’s contributions are recommendations regarding client referral and outreach, initiating service coordination, public relations and marketing, fundraising, mental health advocacy and community relations. All of these are areas in which the advisory board members’ status as community leaders can be helpful.

Coleman is seeking community leaders to participate in these boards. If you are interested in learning more about the Coleman Behavioral Health Advisory Boards or volunteering to join an advisory board, please call 330-676-6844. *S*

### Coleman Professional Services Board of Trustees

*Thank you for your dedication and service!*

**Susan Sammons, President**  
Community Volunteer

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Consultant

## Expanded Services Thriving in Stark County



Coleman recently expanded its breadth of services by offering a new business unit, Coleman Social Services, to clients in Stark County. Previously, Coleman Behavioral Health Stark provided many of the same services available at other Coleman facilities, including case management, psychiatry, counseling for adults, psychotherapy and employment services. With the introduction of Social Services, however, Stark clients now have access to nonmedical home care, adult protective services, guardianship services and HIV/AIDS care services.

Initially, when the social services were added, Coleman was operating out of two different locations in Stark County, but it has since consolidated all of the services into the facility located on Tuscarawas Street in downtown

Canton. Coleman is providing services on three floors of the building. Currently, Employment and Mediation Services are on the fourth floor, Social Services are on the third floor and Behavioral Health Services are on the second floor.

Social Services were transitioned to Coleman from Trillium Family Solutions in the spring of 2013. At that time, Coleman also gained a valuable resource by employing Susan Stroup, formerly the Director of Specialized Services at Trillium, as the Chief Officer of Coleman Social Services. As a result of her previous experience with social services, Stroup was well suited to oversee the integration of these additional programs among Coleman’s other services.

“Many of the qualifying conditions for our Social Service programs, like HIV infection, elder abuse, disability and mental incompetency, are closely related to behavioral health concerns and align with Coleman’s overall mission and vision.” – *Susan Stroup*

In the first six months of 2013, Coleman served a total of 756 Social Services clients. Within the various programs, the largest group is currently the Adult Protective Services, which addresses the needs of 384 clients. One area in which Social Services could see future growth is Family Care Solutions, which provides home care options to those who are elderly or disabled in Stark County.

By incorporating these additional elements alongside the current services, Coleman was able to continue serving the Stark community with virtually no interruptions as clients and staff members transitioned from Trillium. As Coleman seeks to improve the lives of individuals and families in our communities, new services such as Coleman Social Services will be incorporated when a need exists and an opportunity arises.

To learn more about Social Services, please call 330-438-2400 ext. 9524 or email [susan.stroup@coleman-professional.com](mailto:susan.stroup@coleman-professional.com). *S*

## The Facts

Medicaid Health Homes are a new holistic approach to treating a “whole person’s” health concerns. This program began in 2012 to help those struggling with chronic conditions or serious and persistent mental illnesses improve their quality of life. Coleman is currently adding this service.

### What does a Health Home do?

- Provides coordinated care by a group of professionals who can help clients stay healthy
- Helps determine and find the right doctors, dentists, nutritionists and counselors to serve individual needs
- Offers a new approach to care without any additional cost to the client as this program is covered by current Medicaid plans

- Addresses addiction and mental health concerns
- Guides clients to quality child care, housing and food assistance
- Works with clients to coordinate needed tests regularly and helps clients understand what the results mean

To learn more about Health Homes, please call the Medicaid Consumer Hotline at 1-800-324-8680.