

Partners in Health

Employers partner with Coleman to provide meaningful employment

As important as it is to prepare employees with mental illness for the workplace, the employers who partner with Coleman to provide these individuals with a place to work are an equally vital part of the process.

Employers like Pufferbelly restaurant in Kent and Arcadia Grille and Giant Eagle in Canton are wonderful examples of local employers who see the value in hiring Coleman clients.



"Everyone has 'bumps in the road,'" said Kevin Long, general manager of the Pufferbelly. "Everyone deserves a second chance."

Long has been managing the restaurant since 1995 and has been working with Coleman to provide employment to clients since 1998. He has hired people in various roles, from cooks and dishwashers to hosts and hostesses.

"I find that most of the individuals we've hired have been very loyal and dependable," said Long. "They come in and do their job. They get here on time and don't call off unless it's really necessary. I have one gentleman who has been with me for 20 years and we've helped each other out often."



Similarly, Arcadia Grille has hired between eight and ten Coleman clients in the last decade, in positions similar to those at the Pufferbelly.

"Maria Byington at Arcadia has been a great resource for Coleman," said Keith Bialota, employment specialist at Coleman. "She allows clients to come in and perform Community Based Assessments, essentially letting the person 'try out' the restaurant business, then she hires them permanently if they're a good fit."

Giant Eagle locations in Stark and other Northeast Ohio counties have also been great partners for employment of Coleman clients.



These are three of a number of employers who agree on the importance of improving the lives of individuals with a disability and believe in providing equal employment opportunities to everyone – and for that, we're extremely grateful.



5982 Rhodes Road ■ Kent, Ohio 44240

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Services for Job Seekers

Executive Offices

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P: 330-673-1347 or toll-free 800-673-1347
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www.coleman-professional.com

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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www.facebook.com/ColemanProfessional

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.

In addition to the many ongoing financial needs that we have to serve our clients, there are many basic needs that our clients have whether they are residential clients, behavioral health clients or adult day services participants.

They include:

- Bus passes in all counties
- Gift cards - grocery stores, restaurants, etc.
- Funds for medication co-pays
- Gloves, mittens and scarves
- Cleaning supplies
- Toilet paper (food stamps do not cover)
- Hygiene items
- Commercial grade sweepers
- Microwave ovens

- Dish cloths and dish towels
- Sheets, blankets and pillows
- Blow-up mattresses
- Pots, pans and bakeware

Coleman Adult Day needs:

- Craft items – markers, colored paper, paints, etc.
- Magazines for both women and men
- White washcloths and towels
- X-Box with Kinect bundle

If you can donate any of these items, please call Jennifer at 330-676-6876 for more information.

If you would like 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 generous consideration and Happy Holidays!

"I am Coleman"

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A Note from Nelson

Coleman has always believed in the value of providing employment services, and they've been changing and growing with us over the years. The importance of employment for our clients to achieve our goals of **fostering recovery, building independence and changing destinies** cannot be emphasized enough.

Employment fosters recovery by improving a person's sense of self worth and well-being and builds independence by empowering someone who has a mental illness to provide for themselves. People with a mental illness are often dependent upon others, so moving from dependence to independence is a huge step in the recovery process - and employment provides the framework for sustained independence.

Getting clients ready for employment and placing them in jobs is one path to changing a person's destiny. By utilizing the resources available to them through Coleman, like our Employment Services, someone who might have ended up consumed by their mental illness now has hope for recovery and a future not defined by their illness.

Research supports the importance of employment in the life of someone recovering from a mental illness, and it's vital to encourage these individuals in the workplace. There are many stigmas and myths surrounding the subject – everything from believing that people with a mental illness are incompetent workers to the belief that they are dangerous to others. These myths couldn't be further from the truth and it's important that we, as a community, dispel such fallacies and encourage equal opportunities for everyone.

With Gratitude,

Nelson W. Burns
President and Chief Executive Officer



Employment is Key to Recovery

Leads to independence and meaningful future

For people with persistent mental illness, employment is much more than a job. Not only does employment give someone a sense of purpose, it also provides a means for independence – an achievement Coleman recognizes as an integral component in the recovery process.

Employment is synonymous with independence. In order for a person to be truly independent, they must first secure, and then maintain, some form of employment to earn the money necessary to support themselves and their family. According to the Behavioral Health Recovery Management Report, "clients who worked a substantial amount of time in competitive jobs experienced significant gains in the areas of symptom relief, greater satisfaction in finances and leisure, and improved self-esteem." More facts like this one can be found in "The Facts" on page 3.

Additionally, the Center for Reintegration, a non-profit organization specializing in helping individuals with a mental illness reintegrate into society, states the following:

"Experts increasingly acknowledge that work is a key factor in supporting mental wellness and warding off its reverse – mental illness. Employment provides five factors that promote mental well-being: Time structure, social contact and affiliation,

collective effort and purpose, social and personal identity, and regular activity.

So for those who have suffered from such illnesses, meaningful employment is an essential part of the recovery process. Recent advances in treatment now make it possible for those with persistent mental illness to make a valuable contribution to the workplace."

Enter Coleman Employment Services. A division of Coleman Professional Services, Coleman Employment provides nationally recognized programs for individuals with mental illness and/or physical disabilities seeking employment as well as services directed toward the employers who hire them.

Coleman Employment operates in all seven of the counties Coleman serves offering assistance with job placement, computer skills training, training in job seeking skills and much more.

"At Coleman Employment Services, we recognize that meaningful employment is more than just finding someone a job," said Ken Penix, director of vocational and employment services at Coleman. "In order for someone to feel fulfilled by their work, it must match their individual interests and capabilities... which is why we evaluate the needs of each client on a case-by-case basis. We don't operate with a 'one size fits all' mentality."

In fiscal year 2012, Coleman Employment Services placed 158 people in jobs. Read on to learn more about Coleman's employment initiatives and the positive change they are bringing about in the lives of our clients. 



“I am Coleman”

My Job has Given Me a New Purpose

I work at Coleman Data Solutions, where I have been doing data entry and imaging since 2000. I love my job because I enjoy both the work I do and my co-workers – 80 percent of whom have a disability, just as I do.

When I was a very small child, my parents took me to the doctor to have me tested because I wasn't yet doing things that other kids my age were doing—like crawling and starting to walk. That, they learned, had to do with gross motor skills. My fine motor skills were fantastic. I could pick raisins from inside a small bottle and turn the pages of magazines. I was diagnosed with several different developmental disabilities and have lived with them ever since. Some parts of school were really difficult for me and other things were much easier. As my parents can tell you, one thing I've always been good at is using computers. I was really fast on my family's Commodore computer when I was a kid, and I've only gotten better as the equipment has changed and improved.

Because of my disabilities, I found it hard to find and keep a job. I worked in a few different jobs for short periods of time. I trained at a grocery store stocking shelves and bagging groceries. I did the best I could but found it hard. Because I struggled, they would not hire me permanently. It was then that I learned about Coleman Data Solutions and I was able to get an appointment for an interview and evaluation. I passed the skills test and was hired. After that, I was trained in data entry and imaging. I am a fast learner when it comes to putting information into a computer, which has helped me greatly. Currently, I'm working on a project for a large retail chain. I type the information customers write on information cards into a database for the company. The company

then uses that database to send mailings to customers.

When I am not working, I like to spend time with my family, read or play games on my Kindle. My favorite game right now is Words with Friends. I play with several people including my mom and my younger brother. I also try to keep fit by riding my bike.

I really like my job at Coleman Data Solutions. I am not sure what I like best about it—it's a toss-up between the work I do

and my co-workers. Both are great! I know my co-workers appreciate my skills and the work I accomplish. I appreciate all of them and how nice they are. They look at me and see my abilities instead of my disabilities. I'm surprised that it's been 12 years since I started working here. I have been having fun, so the years have gone fast. On a scale of one to ten, that old grocery store job was a three... but working at Coleman Data Solutions is a definite ten.

True story of a Coleman Data Solutions employee.

What's New?

Basic Accommodations

Coleman is now providing supportive services to the residents of Basic Accommodations in Stark County, a HUD safe-haven designed as transitional housing for homeless individuals with mental illness. In partnership with ICAN, a contract agency with the Mental Health and Recovery Services Board of Stark County that acts as the landlord, Coleman works to serve hard-to-reach homeless individuals with severe mental illness. Basic Accommodations fosters recovery, both from mental illness and the trauma of enduring street homelessness, by providing a highly supportive, low demand environment for 20 men and women.

Behavioral Health Services Expanded to Barberton

Coleman Behavioral Health has expanded to a third location in Summit County. In addition to our locations at Summa St. Thomas Hospital and 55 Arch Street on the City Hospital campus, we are now located at 169 5th St. SE, in Barberton. Counseling, case management and psychiatry services are provided on site to adults with Medicaid who are in need of behavioral health services.

DD Dances at Adult Day

Coleman Adult Day Services began hosting dances for developmentally disabled (DD) adults in Portage County earlier this year. This outreach program is held one evening per month. It provides an opportunity for caregivers and potential clients to see Coleman Adult Day Services' facility and interact with our staff. In addition to its dementia and Alzheimer's clients, Coleman Adult Day Services has separate programming for an adult DD population. For more information about the dances or any Coleman Adult Day service, please call 330-296-3214.

Coleman Employment Services Provides Support to Job Seekers

Since the organization's inception in 1978, Coleman has provided vocational and employment services to clients with mental and behavioral health disorders. Coleman Employment Services, as the division is now referred to, helps clients secure and maintain employment in each of the seven counties where Coleman operates.

“Our mission is to help our clients return to work,” said Ken Penix, director of vocational and employment services at Coleman. “Our vocational counselors help clients develop and achieve realistic plans to secure and maintain employment, recognizing that each person has unique strengths, interests, support and life situations.”

Coleman currently employs ten Vocational Rehabilitation Public & Private Partnerships (VRP3) program coordinators, who act as vocational counselors to clients. These counselors, in cooperation with training consultants, vocational evaluators, job developers, computer trainers and volunteers provide individualized services to clients including:

- **Vocational evaluations** – During a vocational evaluation, an individual is tested for aptitude, interest and transferable skills. After this data is collected and analyzed, the client and counselor are provided with recommendations to assist in vocational planning.
- **Benefits counseling** – Returning to work impacts government entitlements, so clients are provided with customized financial information detailing how their incoming benefits will be affected.
- **Community based assessments** – Community based assessments allow clients to “try” work by providing them with paid work experience in the community. The assessment is used to evaluate interests, strengths and barriers to employment.
- **Computer training** – Trainers teach basic computer skills, including tutorials on Microsoft Word and Excel and Internet job searching techniques.
- **Job development** – Coleman Employment offers individuals consultation, training and assistance on every aspect of their job search, including applications, resume development, interview preparation and job lead procurement. During this phase, clients are frequently marketed to employers directly.
- **Job coaching** – When appropriate, Coleman sends a training consultant to work with the client to provide additional training support at no cost to the employer.
- **Job retention** – Counselors maintain contact with clients for a minimum of 90 days after their hire date, to assist in their acclimation to their new position.

For more information on Coleman Employment Services, call 330-673-1347 or visit www.coleman-employment.com.

Coleman Professional Services Board of Trustees

Thank you for your dedication and service!

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Data Solutions Secures Contract with U.S. Government

Coleman Data Solutions, a social enterprise unit of Coleman Professional Services, offers personalized data and document management services to companies and organizations of all sizes across the country while employing a predominately disabled workforce. In our technology-driven world, customers are increasingly recognizing the importance and necessity of digital documents as the foundation of information management – and many are entrusting their business to Data Solutions.

Most recently, Data Solutions has been awarded a \$5 million contract to provide document imaging services to the U.S. Customs and Border Protection Agency.

The new contract, through National Industries for the Severely Handicapped (NISH) and the U.S. AbilityOne Program, will allow Data Solutions to hire 70 new employees, 75 percent of whom must be identified as disabled (per the terms of the contract). Coleman is particularly interested in hiring disabled veterans, and has already reached out to local veteran organizations in search of candidates.

Additionally, in a synergistic effort, Coleman Employment Services is working with Data Solutions to refer qualified candidates to the open positions. Employment Services will also help to train new hires through its skill training services, when applicable.

“We are pleased to receive this very important contract, as it acknowledges the excellent work produced by Data Solutions,”

said Coleman President and CEO Nelson Burns. “As we will be hiring more employees, especially those with disabilities, it fits with our goals of serving the needs of the community by focusing on recovery, employment and housing.”

As a social enterprise unit of Coleman Professional Services, all profits from Data Solutions directly benefit the organization as a whole.

“Our expanded employee base will lead to an increase in productivity, which will hopefully lead to an increase in sales,” said Debra Prioletti, chief officer of Data Solutions. “Greater sales will mean a greater net return to Coleman Professional Services to help even more people in need.”

The contract is the first of its kind between Data Solutions and NISH, a national nonprofit agency whose mission, according to its website, is to “create employment opportunities for people with significant disabilities by securing federal contracts through the AbilityOne Program for its network of community-based, nonprofit agencies.”

Data Solutions already prides itself on its high ratio of disabled to non-disabled employees – the current ratio stands at 80 percent to 20 percent.

“Providing employment options for people with disabilities is so important to our community as a whole and to these folks who've traditionally had so many barriers to employment. Beyond attaining Coleman's goal to hire disabled workers, Data Solutions has



become a source of recovery and independence for our workers,” said Prioletti.

Applications are currently being accepted for the open positions. Qualified candidates must be able to read hand written documents and be able to enter the information with at least 8,500 keystrokes an hour.

For more information about Data Solutions, visit www.coleman-data.com or call 330-644-8899. To learn more about employment applications, job descriptions and qualifications, contact Chad Byer, Human Resource Generalist, by email at chad.byer@coleman-data.com, call 330-983-0817 or visit www.coleman-professional.com or www.coleman-data.com. Applicants must pass federal security clearance. Those hired will receive federally compliant hourly wages and benefits.

The Facts

How Employment Makes a Difference

Coleman provides employment services in all seven counties it serves to people with mental illness seeking competitive employment. Last year, 158 people were placed in jobs.

- The great majority of people with severe mental illness desire competitive employment. **
- Work serves as a vehicle for people with mental illness to move forward in the process of recovery. **
- Work in regular community settings helps to reduce disability, boredom, fear, social isolation, discrimination and stigma. **
- Employment alongside others who do not have disabilities is the most concrete way that people with severe mental illness can become truly integrated into their communities. **
- National unemployment rate for persons with serious mental illnesses hovers at 90 percent. *
- Less than 25 percent of people with schizophrenia receive any form of vocational assistance. *

** Mental Health America 2012*

*** The Behavioral Health Recovery Management Project*



www.coleman-professional.com