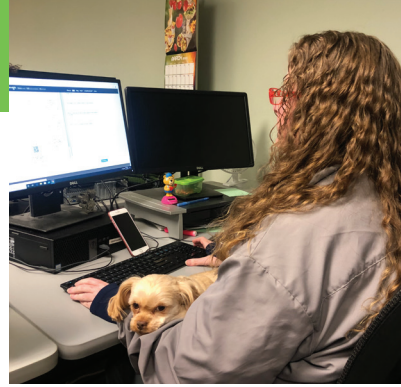


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# Newsletter

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# Social Enterprise Businesses

Coleman's mission is to help improve the lives of people we serve. This includes providing career opportunities for individuals with disabilities. That's one reason why we operate Coleman Data Solutions (CDS). Approximately 75% of the CDS workforce has a documented disability.

CDS is one of Coleman's four social enterprise businesses. Coleman enterprises are businesses founded or acquired by Coleman as a proactive measure to remain sustainable. Profits are directed toward the funding of Coleman's award-winning behavioral health and rehabilitation services.

"Our four diverse social enterprise businesses are forward-thinking investments that make Coleman a stronger organization," says Nelson Burns, President and CEO. "Owning these businesses makes us more financially stable. This frees up donations to help us provide much needed behavioral health and social services to more people."

## About Coleman Data Solutions

Companies everywhere have mountains of paper that are hard to access and organize. They have a wealth of information, but no way to access their data in a meaningful way.

Coleman Data Solutions provides a variety of document management services to businesses looking to streamline their data processing and information management.

Industries we serve include Government, Healthcare, Education, IT Companies and more. Coleman helps these businesses with:

- Secure Storage and Destruction
- Data Entry Services and Indexing
- Document Imaging and Scanning
- Mail and Payment Processing
- Information Lifecycle Management Consulting

The benefit to our customers is more than just saved space. By digitizing and categorizing data, the information becomes accessible in a meaningful way. This helps businesses collaborate better, make sound financial decisions and meet compliance in their industries.

Helping our customers is just the beginning. Coleman Data Services offers training, certification and solid, career-track jobs at good wages for many Coleman clients. From the



Scott Wiley

people we employ to the companies we serve – Coleman Data Solutions is very proud to help fulfill the overall mission of Coleman Professional Services.

## New leadership

On November 1, 2019, Coleman Data Solutions welcomed Scott Wiley as only its second chief officer in more than thirty years. New to the nonprofit world, Scott spent years in sales and marketing leadership at Avery Dennison, Goodyear Tire & Rubber Company, MTD Products, Hoover, and American Greetings.

"We run CDS like a business – which it is," states Scott.

Scott explains how this benefits the CDS workforce. "We're here to make a profit and run a great business. That's good for our employees. They participate in a real business with marketplace demands, financial goals and high standards."

How high are the standards? Based upon meeting high quality and clearance standards, CDS earned contracts with Homeland Security.

"That's the ultimate confidence marker," says Scott. "We tell customers that if we can meet the demands of the Department of Homeland Security, we can certainly keep their data safe."

## A viable, competitive business


Under Scott's leadership, CDS is committed in 2020 to:


1. Engage their 100+ employees in understanding Coleman's core values and how everyone involved is expected to be an advocate.
2. Grow the business to secure CDS as a reliable source of FINANCIAL support for Coleman and employment for Coleman clients. .
3. Beef up their visibility and social media presence, especially on LinkedIn to make prospective customers aware of the value of CDS.


Your support of Coleman Data Solutions and our other social enterprise businesses helps them generate profits directly to fund Coleman's mission. **By contributing to our own bottom line, we can make better use of donor funding to benefit more people in the communities we serve.**

Do business with our social enterprises if you can. Also, please spread the word that these businesses not only provide high quality products and services, they directly support Coleman's mission.

## Coleman's other social enterprise businesses include:

 **Bean and the Baker:** Local cafe and coffeehouse located in the historic Phoenix Building in downtown Ravenna provides casual sitdown dining, catering and is a favorite gathering place for the community.

 **Coleman Consultation Services:** Advises businesses and organizations across the spectrum of business, nonprofits and institutions. Experts help clients meet the Commission on Accreditation of Rehabilitation Facilities' (CARF) standards, plan philanthropy strategies, acquire grants and more.

 **Coleman Rental Management:** Offers leasing and management services to providers of housing for individuals in need. Our goal is to help foster independence and optimize the success of our clients' tenants.

## Note from Nelson

As I write this, it has been less than two weeks since the coronavirus aka COVID-19 was addressed by our leaders in Ohio. Governor DeWine was proactive in issuing directives on canceling big events, schools, closing some workplaces and now ordering non-essential people to stay home.

Every day is bringing new challenges for all of us and we are not being given much of a chance to adapt to a new reality before yet another new reality arrives.

Coleman is open and operating. The services Coleman provides are essential to our clients. We will follow the governor's directives as well as work to serve our clients and keep both them and our staff safe and healthy.

I am grateful to see how everyone is working together toward a common purpose. Transitioning from in-person therapy to tele-therapy requires everyone from I.T. to therapists to our fiscal staff to be on board and trained. While I'm sure there will be hurdles along the way, I will do everything I can to support our employees who serve our clients.

This is a stressful time for all of us. Please remember to take time for yourself.

- **Limit your consumption of news** and only get your news from a reliable source (such as Ohio's website <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/> or <https://www.cdc.gov/>)
- **Get outside in nature** – even if you are avoiding crowds. Take a walk and get some fresh air.
- **Stay in the present and focus on what you can control**, like washing hands and reminding others to wash theirs.
- **Stay connected to others**, even as you maintain social distance.

**Reach out for help if you need more support. Coleman is available 24/7 at the following numbers:**

**Allen, Auglaize & Hardin Counties - 800-567-4673**  
**Jefferson County - 740-996-7127**  
**Mahoning County - 330-744-2991**  
**Portage County - 330-296-3555**  
**Stark County - 330-452-6000**  
**Summit County - 330-296-3555**  
**Trumbull County - 330-392-1100**

With Gratitude, Nelson



Nelson Burns



## I Am Coleman

I grew up in a family where I was told I was never wanted. I have older brothers, but since I was born, my mother always told me she never wanted a girl. I could never please her and I suffered abuse just because I was a girl. That is the kind of pain you never forget and it contributed to my mental health issues which include anxiety, post-traumatic stress disorder and depression. My service dog, Karmel, helps me handle all of those issues now.

When I grew up, I legally changed my name. I figured if she never wanted me, I shouldn't have to live with the name my mother gave me. After months of research, I picked a first and a middle name that suited my personality and I used my grandfather's last name.

I went to school for Emergency Management, Homeland Security and Geographic Information Systems (also known as GIS or simply "mapping.") Ever since I was a kid, I have loved reading maps. My father insisted that his kids read maps before they could play with electronic games. After I graduated, I had hoped to go back to school for an accelerated nursing program, but the financial aid did not go through.

My husband and I divorced five years ago, but continued to live together as neither of us could afford to live on our own, plus we have two sons. A couple of years ago, he simply left, leaving our sons and me high and dry, deeply in debt, and without transportation. Our utilities were getting cut off and I couldn't afford to feed my sons.

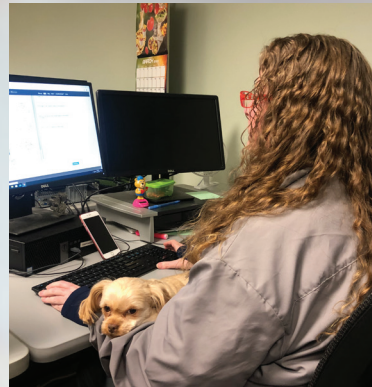
Fortunately, I was connected with a great case manager who helped me get clothing for the boys, locate food pantries, and helped me get caught up with my electric and gas bills. I needed to get a job, and after she saw my resume, my case manager suggested I call Coleman Data Solutions (CDS). I made the call, set up an interview and took a mapping test. I now work full-time at CDS.

Coleman Data Solutions is the one place I feel like I don't have to hide my disabilities or act like I don't have any – that's why I love working there. 75% of their Coleman Data Solutions employees have a documented disability. My coworkers understand that when I bring Karmel, my service dog, to work with me, she is also working. People outside of Coleman make assumptions she isn't a service animal because she is so small.

She was trained for over a year and she has tasks that she does for me and specific commands to which she responds. Working at Coleman Data Solutions has helped me acknowledge that I do have mental disabilities, something that I never did before...

especially in my family. I now understand that I have so many more abilities than disabilities.

I think the biggest difference in me from when I started at CDS and now is confidence and determination. I got out of the financial hole that I dug, I am up to date with my bills, I bought a used car and I am moving forward. I am proud of myself and who I am.



## Events

- JUNE 3** **Art For Recovery**  
**RESCHEDULED** for Wednesday, June 3rd  
The Met in Lima, OH
- JUNE 25** **Coleman Coffee**  
Thursday, June 25th  
Coleman Professional Services in Youngstown, OH
- JUNE 25** **Mahoning Behavioral Health Residential Grand Opening, Ribbon Cutting & Community Open House**  
Thursday, June 25th  
Coleman Professional Services in Youngstown, OH
- JULY 11** **Comedy Night**  
**RESCHEDULED** for Saturday, July 11th  
St. Florian Hall in Wintersville, OH
- AUG 8** **4th Annual Coleman Cup Golf Outing**  
Saturday, August 8th  
Cranberry Hills Golf Club in Warren, OH
- SEPT 19** **32nd Annual Right at Home**  
Saturday, September 19th  
Kent State University – John Elliot Center for Architecture & Environmental Design

To learn more about all our upcoming events or how to become a sponsor, visit [ColemanServices.org/Events](https://ColemanServices.org/Events) or email [HowToHelp@ColemanServices.org](mailto:HowToHelp@ColemanServices.org).

## Gift and Estate Planning News from the Resource Development Team

Beginning in 2016, millions of the first baby boomers began turning 70 years old. Of this group, those with an **Individual Retirement Account (IRA)** aged 70 ½ and older were required to take mandatory annual withdrawals – whether they need the income or not.

New changes in 2020 include increasing to 72 from 70 ½ the age at which individuals must begin taking required minimum distributions (RMDs) from their retirement accounts. The new law only applies to people who turn 70 ½ after December 31, 2019.

If you fit this age group, we encourage you to take advantage of this special IRA provision and make a charitable gift from your IRA directly to a qualified charity, like Coleman Professional Services in any amount up to \$100,000 per year TAX FREE.

Distributions must be made directly to Coleman from the trustee of the IRA to enjoy the full tax advantages and can be directed to a specific area of support.

"Because it goes directly to Coleman, a qualified charitable distribution from your IRA as a charitable gift isn't taxed as income, allowing you to give more to support our mission," says Laura Jo Hawk, Chief Officer of Resource Development & Marketing.

### Final Thoughts on Your Final Wishes

By supporting Coleman Professional Services with a planned gift through your Will, living trust or other deferred gift you help us create a brighter future for those challenged by mental illness, addiction, homelessness, or intellectually disabled but willing to work.

## Let's start a conversation!

Learn more at [ColemanServices.org/Giving](https://ColemanServices.org/Giving).

The information contained in this article is for informational purposes and is not intended as legal or tax advice. Please consult your preferred professional advisor for your personal financial situation. References to tax implications are for federal taxes only and subject to change; state laws may further impact your individual results.

## New Coleman Program Makes it Easy to Host Fundraisers

Do you share Coleman's passion to build brighter futures through behavioral health, residential, employment and support services? Do you know someone who has benefited from Coleman's services and want to help us keep helping others?

Now you can with The *Coleman Cares Community Fundraising Program* – a simple, easy-to-implement program for individuals, civic groups, nonprofits and businesses organizing and promoting a fundraising event for Coleman.

"It's a great way for group members to work together for a great cause," says Laura Jo Hawk, Chief Officer of Resource Development & Marketing. "We receive inquiries from schools, businesses, nonprofits, private foundations and grateful patients and families, asking how they can help."

The *Coleman Cares Community Fundraising Program* gives such groups traction. Each participant – called a **Coleman Cares Community Fundraising Partner** – receives a toolkit designed to save time and help them plan a successful fundraiser.

### In our toolkit, partners can find:

- Fundraising events and ideas
- Tips on building invitation lists
- Steps for creating an event landing page that channels online donations directly to Coleman
- Budget planning guidance
- Marketing and promotion templates
- Other efficiency tips to maximize your group's efforts

Supporters of Coleman Professional Services now have the power to help fund our mission like never before. The *Coleman Cares Community Fundraising Program* will help you organize and host an event to provide behavioral health support to the people who need it most.

Interested in hosting a fundraiser to benefit Coleman? Visit [ColemanServices.org/Cares](https://ColemanServices.org/Cares) to review information and download an application.





**Program Keeps Families Together in Greater Lima**

Neonatal Abstinence Syndrome (NAS) is a serious withdrawal syndrome in newborns after exposure to opioids during pregnancy. There were nearly 2,000 NAS hospitalizations in Ohio in 2018 alone, prompting Gov. John Kasich's administration to launch a pilot program in Athens, Columbus, Cincinnati and Cleveland that funded expanded treatment options for opioid-dependent pregnant women.

Not only are babies born addicted, but they are then separated from their mother immediately to receive medical supervision and treatment to recover from the opioid withdrawal.



Coleman's mission is to help keep families strong and meet the needs of the communities we serve. The Embrace Program, based upon this pilot program, began in 2019 as a partnership between Mercy Health-St. Rita's in Lima, Ohio and Coleman Professional Services serving greater Allen, Auglaize and Hardin counties.

Funding for this program was made possible (in part) by the Ohio State Opiate Response (SOR) - H79TI081684-01- grant from SAMHSA. The views expressed in written materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

**How does the partnership and program work?**

Mercy Health brings OB-GYN services to moms who are involved in medication assisted treatment for opioid use disorder (OUD). Coleman Professional Services brings a menu of complementary behavioral health & recovery services to moms living with OUD.

This combination of medication-assisted treatment with counseling and support services helps women find work and stable housing, lessening the probability of relapse. Most importantly, it helps guide women through a safer pregnancy and healthy postpartum.

It's another example of how nimbly Coleman responds to current behavioral health challenges, leveraging community partnership and improving lives in the communities we serve.

Embrace is the living embodiment of our mission - to foster recovery, build independence, change destinies and transform lives. Your support helps Coleman continue to bring hope and health to the most vulnerable members of our community.

**Memorials & Honorariums**

Coleman is grateful to receive many generous donations made in honor or memory of someone special between Spring 2019 and Spring 2020.

**In Honor of Gabrielle & Tommy Awender**  
Dr. Nancy Awender

**In Honor of Nelson and Suzanne Burns for their 40th Anniversary**  
Mrs. Arlene Burns

**In Honor of Arlene, Nelson and Suzanne Burns**  
Mr. and Mrs. James Case

**In Honor of Elizabeth Curtis**  
Ms. Joyce Sexton

**In Honor of Leslie Burns Franklin**  
Mr. Daniel Sayner and Ms. Elizabeth G. Macalaster

**In Honor of Matthew Phillip Khol**  
Dr. Charel Khol

**In Honor of Michael Laing**  
Mr. and Mrs. William Laing

**In Honor of Lehane Brothers, Sisters & Spouses**  
Ms. Paulla Gates

**In Honor of Speak Life Resiliency**  
Walk for Youth Mobile Response  
AFP Northeast Ohio Chapter

**In Memory of Thomas Etu**  
Mrs. Tamara Lott

**In Memory of Thomas Fisher**  
Mr. and Mrs. Donald Barrett  
Ms. Lucia Santos

**In Memory of D. Dale Gates**  
Ms. Paulla Gates

**In Memory of Anne Karavantas**  
Mr. Paul Onuska and Ms. Hilary Kane

**In Memory of Phyllis Kenney**  
Mr. and Mrs. Robert Hanford

**In Memory of Brian Kent**  
Dr. and Mrs. Robert Carlson

**In Memory of Ryne McCoy**  
Mr. and Mrs. David McCoy

**In Memory of William Pletzer**  
Mrs. Mary Ann Pletzer & Ms. Susan Pletzer-Wemmer

**In Memory of Joel Proskovec**

Mr. and Mrs. Philip Albertino  
Dr. Carol Awender  
Ms. Kathleen Berg  
Ms. Shirley Boyd  
Mr. and Mrs. Rick Brinly  
Mr. Stephen Burke  
Mr. and Mrs. Patrick Burke  
Mr. David Burke  
Ms. Cindy Caruth  
Mrs. Lucia Ciccarello  
Mr. Mitchell Dugan  
Ms. Tara Feenane  
Ms. Cynthia Homolak  
Ms. Mary Jennings-Zielasko  
Ms. Diana Marzullo  
Ms. Marilynn McQueen  
Ms. Maureen Michaels  
Mrs. Malorie Mueller  
Mrs. Kathy Novotny  
Mr. Joeri Plusnin  
Ms. Tracy Richards  
Mrs. Tracy Ripley  
Mrs. Joann Robb  
Mrs. Patty Saxon  
Mr. and Mrs. David Schie  
Ms. Concetta Schlemmer  
Mr. Greg Schulze  
Mrs. Elin Testa  
Mr. and Mrs. Hugh Wonderly  
Andrews Family Foundation  
Cleveland Sight Center

**In Memory of Gary Robinson**

Mr. and Mrs. James Ashelman  
Mr. Richard Brockett and Dr. Mary Ann Brockett  
Dr. and Mrs. Donald Bubenzer  
Mr. and Mrs. George Dietz  
Mr. and Mrs. William Hoover  
Ms. Carole J. Kane  
Mr. and Mrs. Robert Kemp  
Mr. and Mrs. Laing Kennedy  
Mr. and Mrs. Ralph Kletzien  
Mr. and Mrs. Raymond Moody  
Mr. and Mrs. J. Thomas Myers  
Mr. CJ Papp  
Mr. and Mrs. James Rice, Jr.  
Mrs. Ruth Saltzman  
Ms. Carolyn Stevenson  
Dr. and Mrs. Ted Voneida  
Ms. Leslie Zaynor  
P.E.O. Chapter, DG

**In Memory of Edward Jacob Roe**  
Mr. Charles Reigler

**In Memory of Sandra Rufener**  
Mr. and Mrs. Ted Darbyshire  
Mr. and Mrs. Ross Kantner  
Mrs. Nancy Mertz  
Mr. and Mrs. Franklin Terry

**In Memory of Terri Sanders**  
Dr. Linda McDonald

**In Memory of Eric Robert Smith**  
Mr. and Mrs. Jeff Wardeska

**In Memory of Craig Tatton**  
Ms. Kathleen Baker

**In Memory of Carole Vesely**  
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Mr. and Mrs. Paul Pillot  
Ms. Carol Thomas  
Ms. Amy Walther  
Anonymous

**In Memory of George Waliga**  
Mr. and Mrs. Robert Beery  
Mr. and Mrs. Dean Leonakis  
Mr. and Mrs. Donald Lumley  
Ms. Martha Matlock  
Ms. Virginia Pfile  
Mr. and Mrs. Firok Shield  
Dr. James B. Tinnin  
Ms. Sylvia Waliga

**In Memory of Jeff A. Walton**  
Mr. and Mrs. Dwight Tschantz

**In Memory of Robert Ward**  
Mr. and Ms. John Scafidi & Co-Workers

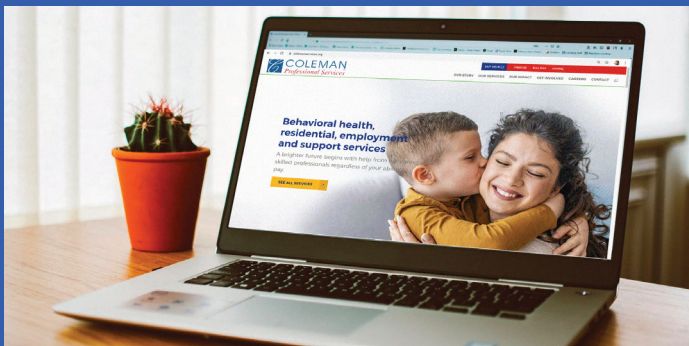
**In memory of Mohamed H. Zehery**

Ms. Beverly Bletstein  
Ms. Aimee Bucher  
Ms. Virginia Cress  
Mr. and Mrs. Mark Decker  
Ms. Judith Gilbert  
Mr. John Martin and Mrs. Penelope Hunt  
Mr. and Mrs. Jayde Kurland  
Mr. and Mrs. Robert McClish  
Ms. Kathy Myers  
Ms. Helen Stambor  
Ms. Etta Weintraub  
Rhodes State College

Every effort has been made to publish a list without errors or omissions. In the event a mistake has been made, please contact the Resource Development Department at (330) 676-6876 or online at [HowToHelp@ColemanServices.org](mailto:HowToHelp@ColemanServices.org) so that records can be corrected.



## New, User-Friendly Website



Our service to people doesn't begin in our offices or clinics – it starts on our recently updated website. Check the new ColemanServices.org – it's more informative, easier to use and provides helpful solutions in fewer steps.

**Clients**, prospective or current **employees**, **donors** and interested **community members** will benefit from the improvements, including:

At Coleman, we are committed to fostering recovery, building independence, and changing destinies for individuals, families, and businesses in our community.

**800-673-1347**  
**ColemanServices.org**

**Convenient Online Bill Paying:** Clients can now pay bills online with debit or credit card. Putting privacy and security first, Coleman partnered with Ability SecurePay, a trustworthy and comprehensive patient payment platform.

**Informative Google Maps Directory:** The demand for Coleman services has led us to serve many people in and around our locations throughout Ohio. Our precise maps provide exact locations and phone numbers.

**Educational Blogs:** Coleman shares expertise and ideas in brief articles published twice a month. Learn wellness tips, the latest best practices, and stay updated on the Coleman organization. Look under **OUR IMPACT** on our homepage.

**Events:** From our popular, informative Coleman Coffees to a comedy night out to support our mission, Coleman is active and involved in many communities. Go to **GET INVOLVED** on our homepage and select Events.

**Great Place to Work:** It's easier than ever to search and see new postings on our updated Career section.

These are just a few of our website improvements. See them all at **ColemanServices.org**.

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