OhioRISE Selects Coleman as Care Management Entity for Six Ohio Counties
Pg. 2

Inside this Issue

Hattie’s Headlines
Pg. 2

Success Stories
Pg. 4

New Faces at Coleman
Pg. 5

I Am Coleman
Pg. 6

9-8-8 Mental Health Crisis Line
Pg. 7

Coleman Now Providing Services for Children and Adolescents in More Counties
Pg. 8
It has been a very busy year since I became Coleman’s CEO a year ago. Coleman continues to grow both its services and its geographic footprint. Both types of growth are exciting as we are serving more people in more communities. You will find more in-depth information throughout this newsletter, but here are some highlights.

Coleman is now providing services in Belmont, Harrison, and Monroe counties, which are west and south of our Jefferson County locations. It’s a beautiful area of the state mostly along the Ohio River across from West Virginia. Our office in St. Clairsville opened at the beginning of the year and serves all three counties.

OhioRISE was created to better help young people with complex behavioral health challenges. These youth are often involved with multiple supportive services. Before OhioRISE, there was no consistent coordination of those services. Coleman was selected to provide care coordination for those youth in six Ohio counties, including four counties which are new to Coleman. This will help these young people receive the care they need to stay in their homes and with their communities.

Another youth service is Mobile Response and Stabilization Service (MRSS). It is available to any Ohio youth up to age 21 experiencing escalating emotional symptoms, behaviors, etc. Services may include assessments, de-escalation, peer support, and more. MRSS is provided by Coleman in many of our counties and will be available 24/7.

We are proud Coleman was selected to be one of the agencies answering 9-8-8 (Suicide and Crisis Lifeline) calls in multiple counties in Ohio. In addition, Coleman answers all health and addiction, schools, juvenile justice, developmental disabilities, child protection, and others.

For a program like this to be successful, the State of Ohio realized it would need trusted mental health partners, like Coleman, to serve as CMEs at the community level. CMEs help grow their community’s system of care so that kids with behavioral health needs and their families have access to more resources in the coming months and years.

“We are thrilled to have been chosen by the state for this tremendous opportunity,” Coleman President and CEO Hattie Tracy said. “Our selection is a direct reflection of our credibility, our approach to behavioral healthcare, and our reputation within the behavioral healthcare community.”

Local Providers are at the Heart of OhioRISE – How OhioRISE Works

As a CME, Coleman will serve two catchment areas: the first covers Ashland, Holmes, Richland, and Wayne counties and the second covers Summit and Portage counties. There are 18 providers that have been selected to cover all 88 Ohio counties. CHS is one of only two providers that will serve more than one catchment area. Eventually, each catchment area across the state of Ohio is expected to serve approximately 1,300 – 3,000 children enrolled in OhioRISE.
9-8-8 texts statewide. This easy-to-remember number was rolled out in mid-July and is already helping to save lives across Ohio.

Finally, I hope you will join me in supporting Coleman’s 34th Right at Home. The proceeds from this annual fundraiser support Coleman’s services statewide. While the event will be held in Kent on September 28th, the auction portion is available online to anyone.

Go to colemanservices.org/events/right-at-home for more information.

None of this would be possible without the support of various state agencies, county mental health boards, our staff, and our supporters. We are grateful to all of them!

With gratitude,

Hattie

Coleman has established itself as the premier behavioral health agency in these regions, proving to be a passionate and responsible provider of mental health services to a wide population. Based on Coleman’s experience with various community resources and delivering care to children and adolescents, the State of Ohio has trusted Coleman to help these youth navigate a complex system while always keeping their best interests at heart.

Within its role as a CME, Coleman will employ Care Coordinators to connect children and youth with other local providers to address each individual’s specific needs. It is not their job to counsel. A Care Coordinator’s main responsibility is to work directly with the State to care for each child or youth. This is accomplished through coordinated networks in each community that offer services to help children and youth function better at home, in school, in the community, and throughout life.

“The goal of this program is not to grow the number of kids served, but to get them help from the best possible resources,” said Tracy. “The State has shown confidence and a high level of trust that Coleman will look out for their best interests.”

Who is Eligible?

According to the Department of Medicaid, to be eligible for OhioRISE, children must be under the age of 20, eligible for Medicaid, enrolled in an MyCare Ohio plan, and demonstrate the need for significant behavioral health treatment based on formal assessments. Once considered eligible, enrollment is mandatory.

Other OhioRISE Services

In addition to the intensive and moderate care coordination that is delivered by CMEs, OhioRISE services also include the following:

- **Intensive home-based treatment** – provides comprehensive behavioral healthcare in a family, home, school, or community-based setting.

- **Psychiatric residential treatment facilities** – beginning in 2023 - keeps youth in-state and closer to their families and support networks. Prepares kids to return to a lower level of treatment or family-based setting.

- **Mobile response and stabilization services (MRSS)** – provides immediate behavioral health care and early intervention.

- **Behavioral health respite** – provides short-term temporary relief to primary caregivers.

- **Primary Flex Funds** – offers the following:
  - Support services / equipment or supplies to reduce the need for other Medicaid services
  - Keeps the child and / or family safe in the home
  - Promotes youth opportunities for full participation in their communities

To learn more about Coleman’s partnership with OhioRISE, visit ColemanServices.org.
SUCCESS STORIES FROM ACROSS THE STATE

Coleman to Partner with LeBron James’ I Promise HealthQuarters Facility

In June, the LeBron James Family Foundation announced plans for an I Promise HealthQuarters facility at the former Bell Music Co. on West Market Street in Akron. Coleman Health Services was selected to provide mental health services and counseling to I Promise students and their families.

LeBron James has long contended that a holistic approach is the best way to make meaningful change in a student’s life. As a part of that approach, Coleman joins AxessPointe and Peg’s Foundation to offer full medical, dental, vision, and mental health services.

Coleman CEO and President Hattie Tracy acknowledges that there is a greater need for mental health services and counseling, for both children and adults, as a result of the pandemic and recent violence in the city.

“We have an opportunity to work with some families who historically have been underserved,” she said. “This will be a much more elevated and collaborative level than we have previously done.”

New Summit County Office Exceeding Expectations

Since opening at the end of 2021, Chief Officer Keri Deyling says that client and staff feedback has been overwhelmingly positive. Some of the reasons for that include:

- Ease of access, with ample parking and proximity to the bus line
- Dedicated case management space in an open bullpen format, which encourages greater collaboration
- On-site employment services with walk-in hours two days a week, plus an on-site Opportunities for Ohioans with Disabilities (OOD) vocational counselor on Fridays
- Expanded room for group therapy with space for up to 12 members
- More services for substance use disorders

Early Signs of Success from Trumbull County’s Mobile Response and Stabilization Services (MRSS)

Vice President Tammy Weaver reports that community response to MRSS has been encouraging so far. A recently hired pre-screener provides additional coverage and support to the MRSS team, enabling quicker intervention. Future plans include increasing Coleman’s coverage to offer 24/7 services as soon as possible.

New Belmont, Harrison, & Monroe (BHM) Office off to a Bright Start

After celebrating its six-month anniversary in August, Chief Officer Andrea Dominick reports that this office is off to a bright start, quite literally! Staff have commented that the windows in the building let in a healthy amount of light, creating a cheerful and hopeful environment. Clients have also mentioned what a well-kept, welcoming, and inviting space the new office is.
Introducing

**Andrea Dominick**  
Chief Officer of Jefferson & BHM  
Jefferson, Belmont, Harrison & Monroe Counties

“I am excited whenever our clients ask for help and allow us to help them. Seeing a client make changes, regardless of how small, is the greatest reward there is in this work!”

**Bambi Simon**  
Chief Officer of Adult Day  
Portage County

“I enjoy my work because I feel like I am making a difference each day in the lives of the clients we serve. It is so nice to see their happy, smiling faces everyday!”

**Kerrina Pettigrew**  
Director of Data Solutions  
Summit County

“I enjoy my work because we provide customers with the quality of work that we would want for ourselves. I make sure that we give them what they need to make their business successful.”

**Shelia Donnadio**  
Chief Officer of Trumbull & Mahoning  
Trumbull & Mahoning Counties

“I am excited whenever our clients are thriving because of the interventions provided by the staff at CHS.”

**Judy Bermudez**  
VP of HR & Compliance  
Portage County

“I look forward to helping Coleman grow and to transform and improve the communities that we serve.”
My name is Andrew and I am proud to be here to tell you my story. I owe Coleman my life. Think for a minute about winter in Ohio. Now, think about being homeless during a cold Ohio winter. That was me and it was awful. Coleman helped get me an apartment in April of 2020. I am quite sure I'd be dead by now if not for Coleman.

I grew up in Charlestown Township. My dad worked 12 hours a day at a steel factory. He was an alcoholic and when he was drunk, he would scream and throw things. He never hit my mom or me, but I know we were both scared of him. My parents divorced when I was 17 and I felt it was my fault. I was so depressed, I contemplated taking my own life. Around then, I was out with a friend past curfew. I got picked up and marijuana was found in my car. I was ordered by the court to see a counselor at Coleman for a drug and alcohol assessment. I told my counselor about my depression and thoughts of suicide. He was the first person at Coleman who helped me get back on track.

Over the years I worked various jobs and I played guitar in a band. I lived with my dad for most of that time because he had kidney disease and needed my help. His illness kept me from work a lot and I ended up losing several jobs I loved. My dad was on dialysis three days a week for years before he died. Despite the bitterness I felt toward him for those years when he was actively drinking, I was very sad when he passed.

My life went downhill from there. I made lots of bad choices starting when a friend coaxed me into trying heroin. I was immediately addicted. Addiction is a horrible disease. I stole things to support my habit and ended up losing several jobs I loved. My dad was on dialysis three days a week for years before he died. Despite the bitterness I felt toward him for those years when he was actively drinking, I was very sad when he passed.

So, with no place to go, I was officially homeless. I slept some of the time in a friend's trailer when it was available, and when it wasn't, I slept in a cave I dug for myself near the Camp Garfield arsenal. I had a few blankets, but they didn't keep me dry and they barely kept me warm.

In April of 2020 I met a case manager from Coleman. She immediately went to work getting me into an apartment. If it weren't for her and others she worked with I don't know what would have happened to me. I have so many people to be grateful for. I am even grateful for the Judge who sent me to prison, because without the break from my addiction, I might have died from it.

Now, I love to learn and to help people, especially with electronics. I play my guitar every day and ride my bike around town. Like my dad, I have kidney disease and am on the waiting list for a transplant. And, I am honored to serve on the Coleman Board of Trustees. I think an organization that values the thoughts and experiences of its clients -- even people with rough histories like mine, is amazing.

I have shared my story with you. It's not a pretty one, but it's mine. Please remember, that with Coleman's help, who I was is not who I am today. I don't use that same stinking thinking.
Coleman Crisis Center Chosen to Answer New 9-8-8 Mental Health Crisis Line

In July, Coleman’s Crisis Centers (serving Allen, Auglaize, Hardin, and Stark counties) began answering phone calls coming in to the new 9-8-8 universal emergency number for mental health crises and suicide prevention. Since the federal government passed the National Suicide Designation Act of 2020, which established this number, states across the nation – including Ohio – selected existing crisis call centers to respond to these calls in preparation of the transition.

Coleman was chosen to answer calls in these four counties and beyond based on its reputation as a leading behavioral health center with the staff and expertise to manage the demand this new program is expected to bring. The 9-8-8 number supplements the National Suicide Prevention Lifeline (1-800-273-8255).

To fully prepare for the increased volume in calls coming from 9-8-8, Coleman cross-trained existing employees to also focus on data entry and collection. Plans are also in place to boost staffing and add one new Coleman employee per shift.

“We are poised and ready to address this community’s growing need for more accessible crisis care.”

“We are honored to be involved in this historical milestone for mental health across this four-county area,” Coleman Health Services Chief Officer of Behavioral Health Services Margaret Lawrence said. “Since the pandemic, calls to our crisis center have steadily increased. We are poised and ready to address this community’s growing need for more accessible crisis care.”

The need for expanded crisis services cannot be overstated. According to the Centers for Disease Control and Prevention, 2020 data shows that more than one in ten adults in the U.S. had seriously considered suicide in the month before their survey and four in ten adults had experienced a mental health condition. Closer to home, the Ohio Department of Mental Health and Addiction Services, which is in charge of the 9-8-8 rollout, reported that more than 1,800 Ohioans died by suicide in 2019.

An easy to remember number, such as 9-8-8, will connect those in crisis or contemplating suicide to highly-trained mental health crisis interventionists. With direct access to these specialty-trained providers, the hope is that anyone who is struggling will get the support they need to deal with their challenges and continue on a path to healthier living.
Coleman Now Providing Services for Children and Adolescents in More Counties

Coleman understands the importance of receiving quality mental health care at any age. In order to better serve the youth in our communities, Coleman is now providing mental health services for children and adolescents in more locations across Ohio. While Coleman has long provided these services in Portage and Jefferson counties, we are now providing services in the following counties.

**Allen, Auglaize, & Hardin**
Child and Adolescent Psychiatry & Counseling

**Wapakoneta Office**
16 E. Auglaize St.
Wapakoneta, OH 45895
567-356-4400

**Stark County**
Child and Adolescent Psychiatry, Counseling, & Case Management

**Canton Office**
400 Tuscarawas St., W.
Suite 200
Canton, OH 44702
330-438-2400

**Alliance Office**
1410 W. State St.
Alliance, OH 44601
330-438-2400

**Summit County**
Child and Adolescent Psychiatry & Case Management

**Barberton Office**
169 5th St, SE, Suite B
Barberton, OH 44203
330-745-9640

**Akron Office**
1815 W. Market St., Suite 301
Akron, OH 44313
330-379-0667

**Board of Trustees**

- **Tim Michalk**
  President
  Ametek

- **George Mitchell IV**
  Vice President
  Eddie’s Bike Shop

- **Tammy Rynearson**
  Secretary
  Retired

- **Jeff Fowler**
  Treasurer
  United Way of Portage County

- **Celena Collins**
  Summa Management Services

- **David Compton**
  Financial Advisor

- **Elizabeth Curtis**
  Community Volunteer

- **Stephanie Evans**
  Kent State University

- **Allison Hartog**
  Employee Results

- **Dan Lanser**
  Travel Consultant

- **Chelsea Meng**
  Memory and Psychological Services

- **Andrew Redfearn**
  Coleman Client

- **Katlynn Sayre**
  National Industrial Lumber

- **Kristine Syrvalin**
  Timken Steel Corporation

- **Simon Werle**
  Huntington Bank

- **Eric Wertz**
  AAA Akron Auto Club

- **Nancy Whitehead**
  Volunteer

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

800-673-1347
ColemanServices.org