It is the mission of Coleman Health Services to improve the lives of people it serves.

Coleman delivers behavioral health, employment, residential and supportive services.

Coleman supports and empowers its employees through continuous improvement.

From Tim Michalk and Hattie Tracy

The work we do at Coleman Health Services impacts so many. Andrew was formerly homeless but now lives in Coleman apartments and credits Coleman with his life. He is now a member of the Coleman Board. We helped a young man in Lima who made several attempts on his life, but because of the people at Coleman, he now has a job and is chasing his dream of a family and a home of his own! We served a woman who was able to beat her addiction and get her family back together. THAT is what we do at this organization!

Coleman Health Services is about people. The people we serve. The people who serve our clients. And the people who support that crucial work. The pages of this annual report are filled with people’s stories. Every article. Every chart. Every number. They all represent people, and we are honored to serve them.

Financially, we are in challenging times. COVID-19 continues to impact our organization. Words like telehealth and virtual are now part of our everyday vocabulary. We are not immune to the reality of an evolving workforce. And our strategic plan has us laser focused on mission and sustainability. In the face of these challenges, we served nearly 29,000 clients in fiscal year 2022. All of this while expanding into Belmont, Harrison and Monroe counties and providing services to at-risk youth in six counties through the state’s OhioRISE program.

Our words for the year might very well be adaptation, resilience and sustainability. As we move through fiscal year 2023, we are going to continue to rely on our people to help us approach our future. As you look over our annual report, please know that we value you, we need you; and if we are going to continue making the impact we have, you will be an integral part of that. We are so grateful that you are part of the Coleman Health Services’ family. If there is anything we can do to help you or your families, or if you just have questions, please reach out to AskTheCEO@Colemanservices.org.

Thank you for all you do.

Tim Michalk
Board President

Hattie Tracy
President and CEO

Board of Directors:

President
Tim Michalk
Ametek

Vice President
George Mitchell IV
Eddie’s Bike Shop

Secretary
Tammy Rynearson
Retired

Treasurer
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United Way of Portage County

Celena Collins
Summa Management Services

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Financial Advisor

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Community Volunteer

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Kent State University

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Dan Lanser
Travel Consultant

Chelsea Meng
Memory and Psychological Services

Andrew Redfearn
Coleman Client

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National Industrial Lumber

Kristine Synvalin
Timken Steel Corporation

Simon Werle
Huntington Bank

Eric Wertz
AAA

Nancy Whitehead
Community Volunteer

People Helping People

Fostering Recovery. Building Independence & Changing Destinies | Coleman Health Services 2022 Annual Report
Coleman Health Services 2022 Annual Report

**PEOPLE**

**FY22 YEAR AT A GLANCE**

Significant Events of FY22

- Coleman Health Services surveys our clients every 6 months to ensure we are providing the best quality care. Hear what they have to say...

- Coleman Health Services launches new service to offer support to children in need

- Coleman Health Services opens its newest service center

- Coleman Health Services begins new program to help veterans

- Coleman Health Services expands its crisis line to cover two areas of the state

- Coleman Health Services introduces new technology to improve productivity

- Coleman Health Services received $14.1 million in grants

**Persons Served**

| Demographics | Income of People Served | Personnel |

**Grand Total of Individuals Served**

- **28,831** People Served

- **63,403** Duplicated Count*

**Ages of those who use our services**

- **65+**
- **30-64**
- **18-29**
- **0-17**

**Behavioral Health Services**

- Crisis intervention and stabilization
- Addiction treatment
- 24/7 hotline and walk-in appointments available
- Counseling for youth, adolescents, adults and families
- Case management
- Psychiatry

**Residential Services**

- Peer support
- Elder care services
- Other support services

**Revenue Distribution**

- **$57,067,246** Revenue Distribution 6/30/22

**Income of People Served**

- **$21,334,814** Medicaid
- **$14,934,057** Mental Health & Recovery Boards
- **$7,324,106** 13% Grants
- **$2,826,125** 5% Enterprise Business
- **$2,103,834** 4% Contracts
- **$1,316,684** 2% Commercial Insurance
- **$1,129,340** 2% Employment
- **$949,888** 2% Donations
- **$5,148,398** 9% Other

**KEY**

- Medicaid: 37%
- Mental Health & Recovery Boards: 26%
- 13% Grants: 13%
- 5% Enterprise Business: 5%
- 4% Contracts: 4%
- 2% Commercial Insurance: 2%
- 2% Employment: 2%
- 2% Donations: 2%
- 9% Other: 9%

**ANNUAL KEY**

- **630** FTE total of Employees

**Coleman Client Perspective**

- Coleman Health Services surveys our clients every 6 months to ensure we are providing the best quality care. Hear what they have to say...

- 86% of active clients responded affirmatively to "...Overall Satisfaction with Coleman"

- 92% of active clients responded that they will "Continue Using Coleman"

---

I owe Coleman my life. My story is not a pretty one. I was homeless and struggling with depression. Coleman helped me find an apartment and get back on track. With Coleman's help, who I was is not who I am today.

Thank you, Coleman!

Coleman Client - 2022
People Helping People

Many Locations.
Many Services.
One Coleman.

Those six words describe what is truly unique about Coleman Health Services. Many organizations offer some fragments of these services. Coleman offers comprehensive treatment for adults, families, and children.

Our services are built upon the pillars of our Mission Statement:

Clinical Services
Foster Recovery
Includes behavioral health, counseling, case management, substance use treatments, walk-in services, psychiatry, and crisis intervention and stabilization. Programs include FIRST (treating first psychotic episode) and Embrace (helping addicted pregnant women to overcome their addiction, in order to have healthier outcomes for themselves and their babies).

Residential Services
Build Independence
Housing assistance, group housing and youth transitional services that include apartment living, budget management classes and other programs that help prepare clients for independent living.

Supportive Services
Transform Lives
Guardianship, eldercare case management, adult protective services, family care – including adult day care services, pregnancy services and jail liaison support.

Employment Services
Change Destinies
Empower people to complete their education and build the skills they need to secure employment that matches their abilities. It includes job matching, assistance with interviewing, securing transportation and more.
Coleman Health Services provides behavioral health, residential, employment and support services to the most vulnerable individuals in our community. Coleman helps them find the tools, inspiration and resources to overcome their struggles.

We do this in many ways – providing whole-person treatment that recognizes how all aspects of life come together to affect us – and require recognition for treatment.

From Crisis to Sober
Our counselor Ryan first met this client in a state of crisis. He was suffering from detox and withdrawal from heroin addiction. Ryan and his Coleman colleagues took action that same day, securing our client a room in a neighboring crisis center. 

More than 30 days later he was clean and sober – taking things one day at a time…with Coleman’s help.

Everyday Dignity
One of the clients residing in our Permanent Supportive Living has been without proper clothing. Coleman Financial Advisor Michele Barczinsky recognized that one client, who resided in Permanent Supportive Living, was wearing clothing several sizes too small. “Can we help him?” she asked, noting that he wore plus sizes not often found affordably in stores. Coleman helped our client through a PNC Foundation grant. “I don’t like looking like a homeless person,” said our client. “It feels good to put on a clean shirt and shoes that fit.”

A Place for Holistic Care
Coleman is partnering with the LeBron James Family Foundation and Peg’s Foundation in planning the HealthQuarters, a place for holistic family care that addresses intergenerational trauma and poverty. Planned for a 2023 opening in Akron, HealthQuarters will be a replicable model of behavioral health services.

How Services Become Stories
The stories shared in these pages take place across the state of Ohio. These stories are just a few of the many examples of Coleman’s positive impact in the communities we serve. Your support makes all of these stories possible.
Coleman Selected to Provide OhioRISE Services to Youth

Coleman Health Services was selected by Ohio Medicaid as one of the Care Management Entities for OhioRISE to serve children with complex behavioral health needs. The selection comes with $1.9 million from Ohio Medicaid for the program to hire and train staff, build workforce capacity, and strengthen relationships with community partners.

The RISE in the program’s name stands for Resilience through Integrated Systems and Excellence.

OhioRISE is a specialized managed care program created by Ohio Medicaid for youth with complex behavioral health and multi-system needs. Regional organizations, called Care Management Entities (CMEs), were selected to launch the OhioRISE program in 20 areas across the state. Coleman was selected to service two of those areas: Summit and Portage Counties, serving about 2,300 children and Ashland, Wayne, Holmes, and Richland Counties serving about 1,310 children. They will be well served by Coleman’s commitment to finding and providing wrap-around community-based supports offering a foundation for treatment and wellness success.

Coleman Chosen for Mobile Response in Summit County

The Summit County ADM Board chose Coleman to be the first Summit County Mobile Response and Stabilization Service provider. Coleman is now preparing mobile response staff and services to be implemented in 2023. Coleman will offer quick access to care, manage crisis situations, and develop ways to meet the needs of children.

Youth Services are expanding in Summit County. Children throughout Summit County are being waitlisted by other providers for counseling, psychiatry, and other essential services. Our dedicated effort to provide more youth programming and fill this gap is led by Chief Officer Keri Deyling and Director of Counseling Jill Ward, with 10+ years of experience serving youth in Summit County. Coleman now offers traditional youth counseling and SUD youth counseling at our Akron and Barberton locations. In 2023, Medication Management will also be offered.

MRSS (Mobile Response and Stabilization Services) serves families with youth and young adults up to age 21 who are experiencing difficulties or distress. Families can receive assistance within 60 minutes after contacting MRSS.

MRSS (Mobile Response and Stabilization Services) serves families with youth and young adults up to age 21 who are experiencing difficulties or distress. Families can receive assistance within 60 minutes after contacting MRSS.

Partnering with Police to Help on the Scene

Coleman partnered with StarkMHAR (Stark County Mental Health & Addiction Recovery) to add an on-demand mobile counselor embedded within the Canton Police Department. This position, part of Coleman’s adult mobile response team, allows for proper mental health resources to be available as part of police department responses – getting help to people who need it immediately.

Coleman Chosen to Answer 988 Hotline

In July 2022, Coleman’s Crisis Centers, serving Allen, Auglaize, Hardin and Stark counties, started answering 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 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.

NEXT See More Stories of MRSS and Other Ways Coleman brings help to those who may feel forgotten or unprotected.
In early 2022, Coleman introduced Trumbull County to MRSS (see page 10). At year’s end, Coleman’s MRSS Case Manager served more than 50 youth and families in Trumbull County on behalf of Coleman Health Services. The service is funded through a grant received from the Trumbull County Mental Health & Recovery Board.

In 2022, Coleman welcomed Barbi Simon, LNHA, CDP as new Chief Officer of Adult Day Services. Coleman Adult Day offers an alternative to home health care and nursing by enabling family members and caregivers to keep their developmentally disabled loved ones and seniors with Alzheimer’s/Dementia in a comfortable home environment for as long as possible. Coleman offers a different take on Adult Day Services. Ours is based on the Coleman Medical Model, with on-staff nursing services, medical specialists, therapeutic diets and an individualized plan of care developed by a qualified nurse. They participate in daily activities and enrichment. This engagement gives clients the opportunity to socialize and play games, which is helpful in slowing the progression of their neurological disease.

For caregivers, Coleman Adult Day Services provides respite, the ability to work or run errands and – most of all – true peace of mind and less caregiver burnout.
In 2022, Coleman received increased training, support and mentorship on how to support clients in building skills and finding good jobs through the Supported Employment Individual Place and Support (SE-IPS) evidence-based practice.

Empowering High Schoolers with Disabilities to Find Work

Coleman helped more than 100 high school students with disabilities learn about careers, job hunting and jobs. Our summer employment program placed fifty-seven individuals referred by Opportunities for Ohioans with Disabilities into summer jobs. These jobs are typically a student’s first work experience and help them learn soft-skills, identify career interests and earn money.

Employers included a bowling alley, landscaping company, many retail stores, nonprofits, a farm and two Coleman social enterprise businesses, Data Solutions and the Bean & the Baker. (See pages 16-17.)
Coleman’s social enterprise businesses help generate funding that allows our grants, donations and other support to go further in making a positive impact on the people and communities we serve. These businesses, owned and operated by Coleman, can also provide employment for people with disabilities who build skills and lead productive lives.

Our Workers
In 2022 Coleman Data Solutions employed twelve workers who are identified as having a Significant Disability and otherwise would have difficulty obtaining and maintaining competitive employment. Over 75% of our workforce is identified with a Significant Disability.

Who We Serve
Coleman Data Solutions increased their contract and workload with the Department of Homeland Security and added 5 new full-time customers in 2022. With the increase of workforce demands, Data Solutions is actively working with customers to revise all contracts to meet wage and operational increases.

Over 75% of Coleman Data Solutions workforce is identified with a Significant Disability.
Coleman’s fundraising events are important to giving voice to the people we serve, sharing our mission and providing opportunities for others to join us in helping others.

**34th Annual Right At Home**

On September 28, Coleman Health Services held our 34th Annual Right at Home fundraising event at the Bell Tower Brewing Company in Kent. Approximately 200 generously participated in our raffles and silent auction while enjoying great food and conversation. More than $130,000 was raised to help Coleman Health Services continue to provide behavioral health, residential, employment and support services.

At events like these, it’s great to meet others who are passionate about our mission. Ultimately our goal is to bring awareness to the problems we address and to increase support for the programs that address them.

**Unmute the Uncomfortable Symposium**

Coleman Health Services held the first Unmute the Uncomfortable Symposium on February 4th in Trumbull County. More than 400 supporters braved a blizzard to hear a host of speakers on racial justice, mental health awareness and suicide prevention.

Keynote speaker Kevin Richardson – who was one of the Central Park Exonerated Five featured in the Netflix documentary When They See Us – shared his riveting story of overcoming mental challenges that resulted from false imprisonment.

Participants Earned Continuing Education Units

Other speakers throughout the day spoke on a variety of topics that allowed participants to receive continuing education units applicable to licensures. The Trumbull community held a follow up conversation in late summer to continue the discussion. Plans are underway to host another symposium in May of 2023.
Coleman Circle of Care

The 2022 Coleman Circle of Care recognizes those distinguished supporters who make Coleman Health Services a philanthropic priority each year through their generous support of signature events, in-kind goods or services, or a minimum of $250 annually. This special group of caring individuals, organizations, corporations and foundations allow us to fulfill our mission of fostering recovery, building independence, and changing destinies for all.

Distinguished Fellow $50,000+
United Way of Greater Stark County

Distinguished Trustee $25,000+
Jeff & Stephanie Fowler
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Austin Bailey - Health & Wellness Foundation
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United Way of Portage County
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The M.G. O'Neill Foundation
United Way of Greater Lima
United Way of Jefferson County
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Hummer Construction Company
H & W Co. CPMs and Advisors
Roger & Gloria Jones
Kent City School District
Kent Jaycees
Kent Rotary Foundation

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Beatitude House/Catherine Specialist Mission
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Joseph & Barb Marken
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38 Mendes
Meta Construction Services
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MHCAP (Mahoning Youngstown Community Action Partnership)
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PNC Bank
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Simon & Keli Werle

Western Reserve Psychological Associates, Inc.
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James & Linda Wilkins
Youngstown Municipal Court

CONTINUED
Gift In Kind Goods and Services

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Akon Art Museum
Akon First Seventh Day Adventist Church
Akon RubberDucks
Akon Symphony Orchestra
Altar Rosary Society of St. Peter of the Fields
Carnegie Air Terminal
Joanne Barbieri
Barney Fishing Lure Company
Donald & Karen Barrett
Bell Tower Brewing Company
Trevon Bell-Cay
Bent Tree Coffee Roasters
Judie Bermudez
Bistro on Main
Suzuma Blanchard
Steven & Lorrie Bassett
Brico's
Camp in Canoe & Kayak
Sharon Christian
City Bank Antiques
Star Cigar
Cleveland Browns
Cleveland Cavaliers
Ayapah Coles
Cmpcso Industries
Sandra Creque
Dawson Tree Expert Company
Timothy & Linda Delbridge
Dionna Donato
Steve Dornack
El Patrón Tequileria & Cuisine
Molly Enrick
Evelyn Dickerson Hair Design
Andy & Lynnne Fazich
Laura Francis
Franklin Square Dell
Fresno Mexican Grill

The Peanut Shoppe
The Peter Merchant
Lindsey Thomas
West Main Street Winery & Brewery
Lori Whitney
Tom & Nancy Whitehead
Becky Whiton
David Yanetsky

Legacy

Coleman thanks these generous donors and appreciates the legacy they have arranged for those Coleman serves now and in the future. If you share the Coleman mission – Fostering Recovery, Building Independence, Changing Destinies – then consider supporting Coleman in the form of a legacy. Your positive impact will live on after you.

Honor Roll
Richard* and Sue Abbott
Kurt and Stacy Blenmester
Jesse Brown*
Ronwell* and Joan* Burbrick
Nelson and Suzanne Burns
William* and Arlene Burns
Laura S. Capping Irrevocable Trust
Thurt and Keni Carring
Richard* and Edith* C. Chase
James and Phyllis Colt
Barney* and Irma* Colos
Joseph and Carol Daniels
The Estate of Marian Jane Danit
Dragan Gajic and Betty Gajic
Dana A. Diokno
Andrew and Kathy Drnjevich
Dottie A. Dodson
Dragan Gajic and Becky Dempster
The Estate of Marian Jane Danit
Thurt and Keni Carring
Richard* and Edith* C. Chase
James and Phyllis Colt
Barney* and Irma* Colos
Joseph and Carol Daniels

Distinguished Champion ($100,000+)

John Petronin and Greg Woldan
Robert E. Powell
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Richard and Tamara Ryanevson
Walter* and Barbara* Watson
Kenneth* and Nancy* E. Wertz
Ruth B. Wood
Mark and Sally Venickos
Alan* and Emma Jani* Yoho

1978 Founders Society

Recognizes those outstanding donors who have consistently helped ensure the future of Coleman Health Services through their cumulative lifetime giving of $5,000 or more.

Distinguished Fellow ($50,000+)

Akon Community Foundation
Allen Aircraft Products, Inc.
AMETEK
Ashland United Health Care Foundation
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Fostering Recovery, Building Independence & Changing Destinies | 23
People helping people

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United Way of Jefferson County
United States Dept of Agriculture
Timken Foundation
The Portage Foundation
The Estate of Marian Jane Darst
The Burton D. Morgan Foundation
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Kent Rotary Foundation
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The Shriners-Wills Companies
The Youngstown Foundation
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Tuscarawas Park Health & Wellness Foundation
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United Way of Greater Lima
United Way of Medina County
United Way of Summit County
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Steve Welch & Tammy Weaver

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Aurora Women's League
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Tom Bugnack
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Thrul & Karen Garmey
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Ben & Laurel Debits
Mary Dague
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Davey Tree Expert Company
Barbara Dorne
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CONTINUED Every effort has been made to publish 1978 Founders Society...
At Coleman, we are committed to fostering recovery, building independence and changing destinies for individuals, families and businesses in our community. Whether you’re seeking services for crisis management, mental and behavioral health, adult care, employment or another concern, we are here to help you.