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

Coleman delivers mental health, substance use, residential, and rehabilitation services.

Coleman supports and empowers its employees through continuous learning and improvement.
In 2023, Coleman Health Services continued to grow across the state of Ohio to meet the needs of individuals and families in crisis. As an organization, Coleman saw 30,170 clients in 39 different counties in the last year and answered over 54,000 crisis calls and texts. A woman in Trumbull County was able to reunite with her children; a young man in Lima is now working and living in stable housing; another man in Ravenna was able to find employment and turn his life around. All this, and much more, was made possible by our caring staff and devoted supporters - like you - across our footprint.

In recent years, crisis services have become a state-wide priority and Coleman has stepped up to fill that need. We have received funding to expand our crisis service offerings in Portage, Belmont, Trumbull, and Stark Counties. Included in that is $2.5 million from the current state operating budget for our Portage County Behavioral Health Urgent Care Facility. Additionally, we are now providing Mobile Response and Stabilization Services (MRSS) serving youth and families in 18 Ohio counties.

Another way Coleman is continuing to meet the needs of our community is with a new partnership with the LeBron James Family Foundation that will put Coleman at the heart of a project to serve some of the most at-risk children and families in Akron - The I Promise HealthQuarters. This project was made possible by a $1.8 million grant from Peg’s Foundation – the largest philanthropic grant in Coleman’s history.

Finally, last year Coleman made 661 job placements and served 1,201 individuals with employment services. Each of those statistics represents a person who is now working, who feels accomplished, and who has a brighter future.

Looking to the future, our Residential services are adopting new models of care to provide safe and affordable housing for those in need. It is our steadfast position that housing is vital to recovery and that recovery cannot take root without a safe and affordable place to live. In addition, new housing projects are in the works in several counties, including Allen, Marion, and Portage and we are expanding many services to a new 5-county area just south of Columbus in the coming months.

As we always say, Coleman is about people – the people we serve and the people who serve our clients. We look forward to continuing our progress to meet the needs of our communities and expand our reach next year. Until then, if you have any questions or insights, please reach out to AskTheCeo@colemanservices.org.

Thank you.

From Tim Michalk and Hattie Tracy
Our Mission

It is the mission of Coleman Health Services to improve the lives of people it serves. Coleman delivers mental health, substance use, residential, and rehabilitation services. Coleman supports and empowers its employees through continuous learning and improvement.

Highlights of FY23

- Leading the charge on behavioral health urgent care across the state. Have received funding for new crisis services and facilities in Ravenna, St. Clairsville, and Canton.
- Expanding CHS crisis services to a new region - Paint Valley, the five counties south of Columbus.
- Now provide comprehensive services in 39 Ohio counties.
- Increased staff by 30% – improving our ability to serve more people.
- Partnered with LeBron James Family Foundation to provide behavioral health services at the new I Promise HealthQuarters in Akron. Received a $1.8 million grant from Peg’s Foundation to support this partnership.
- Provide Mobile Response and Stabilization Services in 18 Ohio counties.
- Raised more than $10 million in philanthropic support and government grants.
- Continued our successful Unmute the Uncomfortable Symposiums in Trumbull and Portage/Summit Counties.

Many Services. One Coleman.

Coleman offers comprehensive, whole person treatment to children, adults, and families in the communities we serve*.

- 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
- Employment Services
- Support Services
  - Peer support
  - Elder care services
  - Other support services

*Not all services are available in each county we serve. Contact Coleman for a comprehensive list of services by area.

Demographics

Ages of those who use our services

- **AGE**
  - 65+ (2,273)
  - 30-64 (15,317)
  - 18-29 (6,386)
  - 13-17 (3,077)
  - 6-12 (1,492)
  - 0-5 (36)
  - Unknown (1,589)
Without Coleman Health Services, I'd be lost, homeless, and maybe dead. Diagnosed with bipolar disorder and ADHD at nine, I struggled, often ditching my meds. For over a decade, Coleman stuck by me, even through jail and lies. A near-death experience shook me, and Coleman's Crisis Stabilization Unit became my refuge. With Coleman's help I got back on track. I found a job, got my own place, and now, I'm thriving. They've been my lifeline for 30 years—managing my illness, securing housing, and helping me build a future. Coleman means everything to me; I owe them my life and stability.

Coleman Client - 2023
Providing Whole-Person Care

Coleman cares for our clients by treating the whole person – integrating input from our multidisciplinary team of experienced behavioral health professionals who work together for the best client outcomes.

A brighter future begins with help from our caring, skilled professionals.

We serve adults, families and children across the state of Ohio through:

Behavioral Health Services
Coleman helps clients overcome a wide range of behavioral and mental challenges from stress to anxiety to depression and other conditions and disorders, including substance-use disorders. These services are available across the state. Our treatment plans are personalized and structured to address individualized concerns.

Residential Services
We offer housing assistance, independent housing, group housing, youth transitional services, and crisis residential services in various locations. This can include budget management classes, plus other programs that help prepare clients for independent living.

Supportive Services
Coleman offers Adult Day Services in Portage County (www.ColemanAdultDay.org). We also offer Guardianship services to ensure that vulnerable adults get the supports they need. A Visitation and Exchange Center is located in Jefferson County.

Employment Services
Coleman empowers people to complete their education and build real employment skills. We offer assistance with resume building, finding jobs, interviewing, and follow-up supports among other services.

Social Enterprise Businesses
Coleman operates two businesses whose returns support Coleman’s services in our communities. Coleman Data Solutions in Akron and Bean and the Baker, a café in Ravenna.

OhioRISE
Coleman Health Services is proud to partner with OhioRISE as a Care Management Entity, helping connect kids and families in our service areas with the wraparound care they need.
Coleman provides limited services in these counties through funding from that county’s mental health board. Contact the mental health board for more information.

This map represents Coleman’s service areas as of January 2024.
Changing Lives
One Story at a Time

Coleman Health Services is where brighter futures begin, by helping to change lives in our community for the better through our behavioral health and wrap-around services. Being the support that vulnerable individuals need to forge a new path in life drives Coleman to provide quality behavioral health, residential, supportive, and employment services – and continually work to expand our reach across the state of Ohio.

Every individual we serve comes to us with their own unique story. Not everyone faces the same struggle, but Coleman is there for all of them.

We enable our clients to tell new stories about getting the support they need to overcome challenges and achieve goals that they didn’t think were possible.

Your support helps create these new possibilities. These are just a handful of the stories of real people and other examples of the positive impact of Coleman.

From Ambivalence to Progress

After being ambivalent about her sobriety for many years, our client began engaging in psychiatry, peer support, individual/group case management services through Coleman, and was referred for SUD treatment. She recently finished intensive outpatient treatment for her SUD and now attends recovery meetings regularly. She was able to secure her own housing and is making choices to maintain her sobriety.
Helping Clients Stay at Home

Our client was facing an eviction due to a rent discrepancy. This client, who is a senior with a disability and has nowhere else to live, was devastated about the eviction notice after over eight years of never even being late on his rent. Thanks to the help of Coleman and grant funding, our client was able to get his rent current and stay in his apartment. He is forever grateful for the support!

Making Strides in Recovery

After numerous crisis pre-screens and failed attempts at stabilizing one of our clients, the Jefferson County Access and Guardianship departments worked together to get emergency guardianship to help him receive the treatment he needed. Our client is now living peacefully in a group home, where he provides lawn mowing services, and he had zero inpatient stays in 2023!

“I am now ‘in’ my life.”

One of our clients recently expressed that she feels that she has made good progress toward her treatment goals: “I am working, I have my own place to live, and I am no longer allowing myself to stay in toxic relationships,” said our client. “I don’t wake up every morning wishing that I could die. I actually look forward to my day. I am now ‘in’ my life.”

NEXT | Read on for more stories about expanding Coleman’s reach and impact.
Expanding Services to ICAN Housing Tenants

Beginning in January 2023, Coleman partnered with the Stark Mental Health and Addiction Recovery Board offering supportive services to tenants of 82 housing units owned and operated by ICAN Housing. Through this partnership, very low-income adults can receive needed case management services and supports.

Helping More People with MRSS

In 2023, Coleman was supported by the Summit County ADM Board and the state to launch and build Mobile Response and Stabilization Services (MRSS) in the county. This program allows for strong system-wide collaborations and fosters our desire to be a resource.
We are excited by the state of Ohio’s agreement to fund $2.5 million for the forthcoming Behavioral Health Urgent Care Unit in Portage County. It will include a new Crisis Stabilization Unit as well as a 23-Hour Observation Unit. The latter will assist clients who are pending referral to a psychiatric hospital to be able to wait with us rather than at the local emergency department. This project is highly supported by the local mental health board and by our local state representative. Plans are moving along for the physical space, and we are excited to break ground on the unit in 2024!

In October, we nearly doubled the number of clients and families served from the entire previous quarter. We expect the program to continue to take off in 2024!
After beginning the process in 2022, Coleman Health Services is operating a 988 Suicide & Crisis Lifeline in greater Lima and Stark counties. 9-8-8 was established as the universal emergency number for mental health crisis and suicide prevention in 2020, with local behavioral health centers being selected to operate the hotline. In 2023, the two new call centers operated with trained teams answering emergency calls from 18 counties.
Growing Child and Adolescent Services in Stark

We continue to grow our child and adolescent services in Stark County, doubling the number of children and adolescents under age 15 served from FY22 to FY23! These services currently include psychiatry, counseling, and case management. In FY24 we will begin offering Intensive Home-Based Treatment, an evidence-based practice that is a key component of the OhioRISE Initiative, for families with children and adolescents at risk of out-of-home placement due to behavioral health concerns.

Preparing for the Upcoming I Promise HealthQuarters

In 2023, Coleman made great progress in preparing for the upcoming I Promise HealthQuarters opening in May 2024, where Coleman will be providing mental health services. Our Director, Brooks Collins-Gaines, is patient, knowledgeable, and trusting. We have also hired a fantastic therapist, Sherise Bogan. She is Akron-born and raised and will be an incredible support for the children, caregivers, and families who will be served from this new location.
A Successful First Year As OhioRISE CME.

2023 was the first full calendar year that Coleman Health Services was a Care Management Entity (CME) for OhioRISE. The program serves children with complex behavioral health needs and Coleman CME has many successes to celebrate this year:

Coleman CME surpassed over 1,000 members across its 2 catchment areas. Most months saw an incremental increase from the prior month and all 6 counties observed growth proportional to their size.

The CME has also been able to grow its workforce to meet the needs of its ever-increasing membership. To date, the CME has a workforce of nearly 70 care coordinators who have become a part of each county’s system of care and an integral part of the collaborative efforts within the counties to address the needs of youth and families.

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.

NEXT | See more stories that show Coleman’s commitment to our communities.
At Coleman’s Lima peer drop-in center, Changing Seasons, Proctor and Gamble generously donated a truckload of items, including laundry detergent, feminine products, diapers, baby wipes, and hygiene items to assist Coleman clients or anyone in the community. We were able to serve hundreds of individuals in need of these costly items.

Coleman Is All About Community

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Coleman Adult Day Services

Coleman Adult Day Services is an inviting daytime group program designed for older adults whose quality of life is challenged because of diminishing or limited physical, social, or cognitive capabilities. The program accepts people at various functioning levels and provides programming appropriate to a person’s physical and social abilities.

In 2023, two fundraisers for Coleman Adult Day were held by community members to support its services. “Kids for Coleman” (aka the family of Steve and Rosemarie Mandalari) held a Jingle and Mingle event during the Christmas season which raised over $10,000. The fun event for “kids of all ages” featured Santa and Mrs. Claus, raffles, great food, and good times. Since 2009, the Kids for Coleman have raised over $127,000.

Coleman Adult Day was also the beneficiary of a personal fundraiser on the JustGiving platform. Coleman’s CEO Emeritus, Nelson Burns, raised over $12,000 for our Adult Day Services. His wife, Suzanne Burns, has Alzheimer’s Disease and is a client of Coleman Adult Day Services. He said, “Coleman Adult Day Services is a godsend to Suzanne and me. When she is there, she enjoys various activities, crafts, and socialization and I can get work, shopping, and exercise done. It’s a win-win for both of us.”

We are grateful to our donors and for the funds Coleman Adult Day Services receives from the United Way of Portage County. It also receives Federal Title XX funds from Portage County Job and Family Services to ensure families who self-pay can access additional days for their loved ones to experience therapeutic benefits.

NEXT | Stories about how Coleman's enterprise businesses help support our mission.
Coleman Data Solutions

Coleman Data Solutions provides a variety of document management services to government entities.

Of Coleman Data Solutions workforce is identified to have a Significant Disability.
Bean and the Baker is a coffee shop and restaurant that serves a busy downtown county seat community in Ravenna, Ohio. All proceeds generated by this popular spot go toward supporting the mission of Coleman Health Services. The restaurant’s success comes from stories like these:

• In August 2023, Bean and the Baker hit its first $15,000 month and continued a three-month streak of sales surpassing this amount. This is an outstanding testament to the hard work of their staff!
• This year, the Coleman Foundation helped Bean and the Baker purchase a new espresso machine that will help further increase productivity and sales. This will be an exciting new addition to the cafe!
Following up on the success of our Unmute the Uncomfortable Symposium in 2022, we held two full day symposiums in 2023 and hosted over 300 people. The first was held again in the Mahoning Valley at the Eastwood Event Centre. NBA star Metta World Peace (formerly Ron Artest) was the keynote speaker and shared his mental health journey. The second symposium was held at NEOMED in Portage County.

NBA star Metta World Peace (formerly Ron Artest)

Among the impressive speaker line-up was Laurese Glover, one of the East Cleveland 3, who was wrongfully convicted of murder. Both events featured thought-provoking presenters whose topics included racial equity, the stigma associated with seeking mental health treatment, and suicide prevention and awareness. We are grateful to the sponsors and supporters of these events.

Changing Destinies Awards were presented to The Fowler Family (top) and to Allen Aircraft Products, Inc. (bottom) for their years of volunteering and supporting Coleman Health Services.

After 34 years of celebrating Coleman’s Right at Home fundraiser, the name was updated to Changing Destinies and the event featured a greater focus on the people Coleman serves and those exceptional supporters who have helped us achieve our successes.
Donor List

on April 26, 2024, in the Mahoning Valley (keynote speaker, Keisha Lance Bottoms) and on May 9, 2024, at House Three Thirty in Akron (keynote speaker, Lamar Odom), for two more days of discussion and education as we once again Unmute the Uncomfortable.

Laurese Glover

PLEASE JOIN US

on April 26, 2024, in the Mahoning Valley (keynote speaker, Keisha Lance Bottoms) and on May 9, 2024, at House Three Thirty in Akron (keynote speaker, Lamar Odom), for two more days of discussion and education as we once again Unmute the Uncomfortable.
Coleman Circle of Care

The 2023 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.

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$50,000+
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Daisy Pops
Evelyn Dickerson Hair Design
Flourish Plant Market
Flynn, Keith and Flynn

CONTINUED
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 Blemaster
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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.

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Scavdis & Scavdis LLC
Rick & Jody Schroath
Bobby* & Nancy* Smith
St. Rita’s Medical Center
Fid Crowe* & Doris Strange
Summa Health System
Richard & Leanne Tavoso
Frederick & Candace* Thaxton
The Cafaro Foundation
The Church in Aurora
The Hiller Family Foundation
The Huntington Foundation
The Sherwin Williams Company
The Youngstown Foundation
Triangle Pharmacy
Tuscora Park Health & Wellness Foundation
United Methodist Church of Kent
United Way of Greater Lima
University Hospitals Portage Medical Center
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Jon Bluebond & Toby Ann Weber
A & A Vending Company, Inc.
Akron Aerie 555 Charities, Inc.
Ametek Foundation
David & Glenys Armentrout
Aurora Women’s League
Diana Barone
T.N.* & Christine Bhargava
Frederic Brown
Ron & Elizabeth Brown
Susanne Brown
Inez Bryant
John Buchanan
Tom Buyack
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Dawn & Steven Carter
James & Laurie Case
Richard Bennett & Sabrina
Christian-Bennett
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Clarence & Joan* Cronbaugh
Ben & Laurel Dabbs
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Dalton’s Furniture
Dat's HR Cloud
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Eli Lilly & Company
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Eid Emerine-Cruise
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Euclid Garment Manufacturing
Jay & Patricia Falls
Fannie Mae Foundation
Farmers Bank
David Raybin & Susanna Fein
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Kathi Herberghs
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Hugh & Alice Ickes
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John S. & Dores M. Andrews Memorial Fund
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Memorial Foundation
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Stephan* & Phyllis* Luczek
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Debra Pfleiderer
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Portage County Mental Health & Recovery Board
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John & Susan Prelac
Premier Bank Charitable Foundation
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The Rotary Club of Aurora
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Ruth Wood*
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In Honor of Brent Pfeiffer
J. Thomas and Kathy Myers

In Honor of the Choder Family
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In Honor of Frances Schlemitzauer
Nanette Schlemitzauer

In Honor of Jeff and Stephanie Fowler
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In Honor of Jered
Jerry and Sue Randulic

In Honor of John Frisbie
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Jack and Beth Kloskoski

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Vanessa Stallkamp

In Honor of Lori Shaffer
Steve Pryce

In Honor of Matthew Khol
Charel Khol

In Honor of Nelson & Suzanne Burns
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Dan Machuzak

In Honor of Tammy Weaver
Robert and Lois McLean

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Judith Filippone

In Honor of Tina Scheetz
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In Memory of Brian Kent
Robert and Ann Carlson

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Sherry Saltsman

In Memory of Joel Proskovec
Terry Proskovec

In Memory of Killian Moline
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In Memory of Kristi Gray
Charles and Betsy Mangin

In Memory of Laura Lesher
Susanne Brown

In Memory of Lisa Seymour
Bud and Cheryl Seymour

In Memory of Robert McFarland & Margretta Long
Allen and Cathleen Zinn

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 email HowToHelp@ColemanServices.org.
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.

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