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# Newsletter



## Housing Is Healthcare

### The Connection Between Housing and Recovery

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# Housing: A Critical But Overlooked Aspect of Behavioral Healthcare

The term “Housing Is Healthcare” was coined by behavioral health professionals during the height of the AIDS epidemic. The growing belief that housing is a foundation to recovery led to the Housing First Movement, which considers having a home a basic human right.

The Institute of Medicine’s 1988 report, “Homelessness, Health, and Human Needs,” asserts that unstable housing impacts health and interferes with the ability to treat patients. Thirty years later, the National Academies of Sciences, Engineering, and Medicine continue to drive the “Housing as Healthcare” dialogue that links homelessness to many conditions – mental illness, substance use disorders, cardiovascular disease, diabetes, and HIV/AIDS.

At Coleman, we recognize the direct correlation between **housing** and **wellness**. **Coleman offers a specialized residential group living program specifically designed to help people establish stability that supports overall recovery and wellness.**

Here is one example. A Coleman client, after many years of alcoholism and sexual abuse – even incarceration – found recovery in one of Coleman’s group homes. She lived with

six other women. There, she had a dedicated case manager and found a support system that encouraged her to take her medication and attend counseling.

“In the home, we had chores and learned independent living skills,” she said. “With the help of the Coleman psychiatrist and nurses, I also lost weight and felt healthier. After several years in supportive housing, I was well enough and had the skills to move into an independent apartment.”

**Coleman offers a supportive residential program that includes:**

- Housing placement to assist in accessing safe, decent, affordable housing
- Assistance with funds for utility connections, security deposits, and past due bills
- Assistance with rental subsidy – short and long term

**People who benefit from these services come to us from a variety of situations:**

- Emergency shelters
- Domestic violence shelters
- Places not meant for human habitation
- The streets
- Transitional housing programs where homelessness was documented prior to admission

Here is another example. Jayce was homeless and sleeping in a hospital emergency room. He had a job working in fast food but could not save enough for an apartment.

A homeless advocacy group steered Jayce to Coleman, where he eventually moved into our apartments for transitional age youth. There, he experienced an emotional transformation. His dignity was restored. Jayce was then connected to behavioral health services to treat his depression.

Coleman helped Jayce transfer jobs so that his long, complicated bus commute was shortened. Jayce has been able to pay part of his salary as rent to Coleman and, with support from the staff, is building skills toward the next step to independence.

Coleman’s success in helping people find housing in the midst of trauma makes their daily lives more stable. This provides more than a roof over their heads. It enables us to integrate input from our multidisciplinary team of experienced behavioral health professionals who work together to treat the whole person.



According to the Substance Abuse and Mental Health Services Administration (SAMHSA), recovery is a process of change through which people improve their health and wellness, live self-directed lives, and strive to reach their full potential.

There are four major dimensions that support recovery:

-  **1. Health**—overcoming or managing one’s disease(s) or symptoms and making informed, healthy choices that support physical and emotional well-being.
-  **2. Home**—having a stable and safe place to live.
-  **3. Purpose**—conducting meaningful daily activities and having the independence, income, and resources to participate in society.
-  **4. Community**—having relationships and social networks that provide support, friendship, love, and hope.

# Coleman in the Workplace

Community partnerships form in many ways. Traditionally, Coleman has served communities in the context of social service agencies. Today, Coleman partners with businesses and organizations to bring care to those who need it in more innovative and convenient ways.

## Caring for a Company's Customers Means Caring for Their Own Employees

One such example takes place at Incept, a Canton-based call center and marketing support business. Incept provides phone, live chat, email, and other customer support programs. Companies hire Incept to take care of their customers. So it is no surprise that Incept understands the value of taking care of its own employees.

Incept takes seriously the National Alliance on Mental Illness report that approximately 1 in 5 adults in the U.S. experience mental illness. Incept also recognizes all the barriers that prevent people from seeking the help they need. One reason is that they are so busy. Another is that there is a stigma to mental illness that makes people shy away from addressing it.

## Reaching out to Coleman

To overcome these barriers, Incept consulted with Coleman. The company felt the best way to help employees was within the business as opposed to referring employees to other providers. So Incept and Coleman together established several convenient on-site assistance programs for employees to use when they need to talk with someone about their mental health.

Twice a week, employees can connect with trained professionals from Coleman for resources, intervention, prevention and vocational skills training. The program also includes:

- Sharing proactive mental health care tips on Incept's employee intranet
- Creating a calendar of wellness events
- Helping employees recognize that there are avenues available to treat anxiety, stress, abuse, and other concerns

Incept CEO Sam Falletta states that this perfectly fits the company's philosophy: "We deeply believe in creating a workplace that delivers on our purpose of helping our employees become the best possible version of themselves. We have seen firsthand that people reach their highest potential when they develop themselves as a person, not just as a worker, particularly in the areas of mental health, self-confidence and resilience."

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Sam Falletta / CEO, Incept

## Positive Employee Feedback

"Organizations with vision understand that strong employee health initiatives benefit business as well as workers," says Ken Penix, Chief Officer of Coleman Employment Services. Alison McConnell, Incept Employee Results Director, agrees. "Participants have cited decreased stress, increased action towards their goals, and greater feelings of resilience and optimism about their future – all factors we know drive increased performance and engagement in the workplace. We are excited to see how these continued efforts can impact the lives of our current and future employees," says Allison.

**To talk to Coleman about adding our services to your workplace, contact [EmploymentInfo@Colemanservices.org](mailto:EmploymentInfo@Colemanservices.org) or call 330-676-6809.**

# Program for First Episode Psychosis (FEP) Treatment

Coleman Professional Services creates programs that inspire confidence and earn support from foundations and the mental health industry.

In partnership with the Best Practices in Schizophrenia Treatment (BeST) Center at Northeast Ohio Medical University (NEOMED), Coleman Professional Services expanded our program called **FIRST** – a comprehensive, outpatient, team-based program aimed at early identification and treatment for individuals who have experienced a first episode of a psychotic illness.

First Episode Psychosis (FEP) is when a person loses contact with reality due to the onset of a serious mental illness, such as schizophrenia, bipolar disorder, and post-traumatic stress disorder. The sooner symptoms are identified and a treatment program is put into action, the more likely the patient will have positive outcomes.

**FIRST** began in 2012. These programs target individuals ages 15-35 who are within two years of their initial FEP symptoms. They receive treatment in one of four Coleman locations across Ohio (Allen, Portage, Stark, and Trumbull counties).

People with schizophrenia spectrum disorders benefit from the **FIRST** program's early identification of conditions, enabling a more holistic, whole-person treatment before problems become too severe. **FIRST** helps to improve their recovery and resiliency, to reduce relapse rates, and to set and achieve goals for the future. **A multidisciplinary six-person team provides the following integrated services:**

- Psychiatric care
- Individual counseling
- Family psychoeducation
- Supported employment/education
- Case management

**Coleman received \$380,000 per year for two years** from Ohio Mental Health & Addiction Services (OhioMHAS) to expand first FEP programs in seven counties in Ohio.

**FIRST** has also been recognized as an exemplary program and held up for example by renowned organizations such as RAISE (Recovery After an Initial Schizophrenia Episode) – a research project of the National Institute of Mental Health.

Thanks to all behavioral health professionals who developed and implemented **FIRST** and to the organizations who have supported it.

Coleman recently received an OhioMHAS grant to provide a Tobacco Cessation Program for our **FIRST** clients. The program was presented to eleven statewide **FIRST** teams on August 28, 2019 during a conference in Columbus, OH.

This is the latest in Coleman's longtime support for clients with mental illness to stop tobacco use. We recognize that persons with severe and persistent mental health were dying on an average of 25 years earlier than the general population. Coleman has created programs to help clients quit tobacco – utilizing grants and community partnerships to sustain the programs.

In the early 2000s, Coleman partnered with Robinson Memorial Hospital (now University Hospitals Portage Medical Center) to develop a nicotine replacement therapy. Since then, we have incorporated the evolving program to meet the needs of our housing residents. More recently, Coleman has addressed the extraordinary challenge of helping patients with schizophrenia quit tobacco. Quitting is more difficult for them because nicotine affects the performance of their antipsychotic drugs. Nicotine withdrawal may require medication adjustment. This knowledge is what gives Coleman the capability to customize the tobacco cessation program for Coleman's FEP clients.

## PARTNERS IN PHILANTHROPY

### Tamara and Richard Rynearson



The dynamic duo of Tamara and Richard Rynearson has been serving the mental health field for a combined 84 years (so far) — Richard as a psychologist and Tamara as a business administrator

and manager. In addition, Tamara has donated a great deal of time volunteering for Coleman as a member of the Board of Trustees, the Foundation Board, the Right at Home committee, the Finance committee, the Public Policy and Development committee, the 40th Anniversary committee and, along with Richard, as a participant with the Coleman contingent at Hill Day in Washington, DC. In addition to being an advocate for behavioral health services and Coleman in DC, Richard was a featured speaker at Coleman's 40th Anniversary celebration providing valued continuing education for Coleman employees.

When asked why they have been long-time donors and supporters of Coleman, they responded, "We donate to Coleman Professional Services for many reasons: to help make behavioral health treatment available to all in our community regardless of ability to pay, to honor Father Kevin Coleman, whom we knew, and to help provide individuals in treatment who have other life needs that they cannot afford. To this end, we have established the Rynearson Family Fund for Personal Assistance. Our hope is that this will help make positive and lasting improvements in the lives of those that Coleman serves."

This year the Rynearsons were honored with the Distinguished Legacy Award to celebrate their work, their generosity, their support, and their legacy. The lives they have touched and those their philanthropic gifts will touch in the future are a testimony to them both.

**Thank you, Tamara and Richard. Coleman and its clients are forever grateful.**

## I Am Coleman

Imagine being a small child living with your mother, step-father and little sister. Your step-father drinks and has an anger problem. You don't know when or why he will become angry or violent. He would throw you down the steps, scream at you and threaten you with a gun. One day he even sticks the gun down your throat and threatens to pull the trigger. Your uncle steps in to save you and puts you in another room, but you walk out in time to see your father kill your uncle. You are five years old.

That was just the start of my life with trauma. My sister and I were removed from my parents' home and put into foster care. Unfortunately, our foster father was almost as abusive as our step-dad. Finally after about two years, someone had reported our bruises and we were taken from that home to an emergency shelter. I was seven and I was scared.

Eventually we were placed into a loving home and things seemed better for a time. We called our foster parents "Mom" and "Dad" and finally felt like a family. As I got a little older, I knew something wasn't right. I was feeling things that I didn't know how to process. When I was by myself, I started to have thoughts of harming myself or ending my life. Then, while at summer camp during middle school, I stood in the seventh floor window of a building planning to jump when someone saw and stopped me. I was sent to the hospital and diagnosed with depression and post-traumatic stress disorder.

I received medication to help me handle my dark feelings, but after a while my foster dad thought everything was okay, so they stopped giving me the meds. I didn't like taking them,

so I guess I was okay with it. During high school I experimented with various drugs and just after graduation was kicked out of my home. I had nowhere to go and didn't want to go to a homeless shelter. I couch-surfed from friend to friend and finally found Coleman.

When I started at Coleman, I had a counselor, case manager, job coach, and doctor. At first, I wasn't really listening to what they said. I took the medications they prescribed, but I also took other pills. I continued that until they found housing for me in a Coleman apartment. The apartment building was staffed all the time, so there was someone to talk to about things. Because of their training, they understood how I felt in different situations. I went back to school and even received a Peer of the Year award from NAMI (the National Alliance for Mental Illness) for my work with others.

I am thankful for the Coleman staff. At the apartment, they helped me learn to cook, do laundry, and keep my room clean. They have done more for me than I can explain or that most people would appreciate. I finally had a place I could call home.

Since then, I have gone on to get a job as a Peer Support Specialist at Coleman. I work with other young people who are coming from unstable environments who need the kind of support I was given. I tell them they can never give up. Even though it feels like they're losing the fight in the sixth round, they still have nine more rounds to go. They can't give up on their life.

**Thanks to Coleman, I have not given up on mine.**

**If you or someone you know is fighting a similar battle and need help, contact Coleman 24/7 at 877-796-3555 to get the support you need.**

## Grant Funding Update

The Coleman Professional Services grants team wrote more than \$11 million in grant applications in FY2019 and raised nearly \$4.3 million to help fund mission critical services, programming, and projects for virtually every business unit. Coleman is deeply thankful for each and every funder for enabling us to serve children, young adults, individuals, and families all across the state of Ohio.



Aultman  
City of Canton  
City of Kent  
Coalition on Homelessness and Housing in Ohio (COHHIO)  
Corporation for Supportive Housing  
Henry & Louise Timken Foundation/Stark Community Foundation  
Henry V. & Frances W. Christenson Foundation  
Housing & Urban Development BoSCoC  
Housing & Urban Development via Stark CoC  
Kenneth L. Calhoun Charitable Trust Keybank, Trustee  
Northern Ohio Golf Charities Foundation, Inc.  
Ohio Department of Aging  
Ohio Development Services Agency (ODSA), Office of Community Development (OCD)  
Ohio Department of Mental Health and Addiction Services (OhioMHAS)

PNC Charitable Trusts  
Portage County Department of Job & Family Services  
Portage County Metropolitan Housing Authority  
Ridgecliff Foundation  
Ronald McDonald House Charities of Northeastern Ohio  
Sisler McFawn Foundation  
Stark County Department of Job & Family Services  
Stark/Tuscarawas Youth Workforce Development Services  
Synchrony Financial  
The Youngstown Foundation  
Tuscora Park Health & Wellness Foundation  
(Barberton Community Foundation)  
United Way of Greater Stark County  
United Way of Jefferson County  
United Way of Portage County

## BOARD FOCUS

### Elizabeth Curtis

Over the last forty-one years, Coleman has had exceptional people serving on its Board of Trustees, including many people who have also been clients. Persons with lived experience bring insight and perspective to the board, making the board more effective in achieving its mission.

Since joining the board in 2006, Elizabeth Curtis has shared her journey with mental illness with hundreds of people at Coleman events.

“They listened to me and gave me the chance to grow up,

mature, and learn to live with my illness. There are so many examples of the care and guidance Coleman has given me.”

In addition to being an advocate for Coleman and its clients, Elizabeth has been a continuous donor to Coleman since joining the board. She is a great example of how Coleman fosters recovery, builds independence, and changes destinies. She says, “Coleman has helped me to grow as a person, and through my position on the board, to help others as well.”

[Read Elizabeth’s full story online.](#)

## Board of Trustees

**President:** Asha Goodner  
**Vice President:** Kristine Syrvalin  
**Secretary:** Tammy Rynearson  
**Treasurer:** Brian Steere

**Board Members:** Russell Burgett, Elizabeth Curtis, Stephanie Evans, Jeff Fowler, Darryl Hunt, Dan Lanser, Fran Lantz, Heather Madden, Allison McConnell, Tim Michalk, George Mitchell IV, John Ryan, Katlynn Stoll, Eric Wertz, Nancy Whitehead



Coleman Professional Services’ 31st Annual Right at Home benefit raised more than **\$125,000** to further our mission of supporting children, families, and older adults who are facing mental health and rehabilitation challenges in our community. We extend our sincerest gratitude to all the attendees, sponsors, donors, and Coleman staff who made this year’s event a success.

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](http://ColemanServices.org)