



FY25

We **Help People** Thrive

ION VISION VALU

MISSION, VISION, VALUES



Mission – We Foster Recovery, Build Independence, and Change Destinies.

Vision – We aspire to improve the health and mental wellness of our communities through compassionate, evidence-based services and support.

Values – Collaboration, Compassion, Excellence, Inclusivity, Innovation, Responsiveness, Transparency

FY25 | YEAR AT A GLANCE

EXPANDING ACCESS, DEEPENING IMPACT

In Fiscal Year 2025, Coleman Health Services advanced its mission with compassion, creativity, and determination. By opening new doors to crisis care and deepening our community partnerships, we are creating stronger pathways of support for those who rely on us.

CRISIS CARE EXPANSION HIGHLIGHTS

WHY IT MATTERS

- ✓ FASTER ACCESS TO CARE
- ✓ SAFER COMMUNITIES
- ✓ BETTER OUTCOMES
- ✓ FEWER E.R. VISITS
- ✓ COST-EFFECTIVE

WHERE WE'RE BUILDING

- LIMA (ALLEN CO.)**
Crisis Stabilization Unit expansion + transitional housing (2026)
- ST. CLAIRSVILLE (BELMONT/HARRISON/MONROE COS.)**
New Crisis Stabilization Unit & Behavioral Health Urgent Care (2026)
- WARREN (TRUMBULL CO.)**
New Behavioral Health Crisis Center (2025)
- CHILLICOTHE (PAINT VALLEY)**
New Crisis Stabilization Unit with 23-hour involuntary observation unit (2026)
- RAVENNA (PORTAGE CO.)**
Crisis Stabilization Unit expansion facility with 23-hour involuntary observation unit (2026)
- CANTON (STARK CO.)**
Behavioral Health Urgent Care + Crisis Stabilization Unit rebuild and expansion with 23-hour involuntary observation unit + 988 Center (2026)

A YEAR OF IMPACT, INNOVATION, AND GROWTH

As we closed the books on Fiscal Year 2025 on June 30, we took time to reflect on a year that inspired us and propelled us forward. It was a year defined by tremendous growth, innovation, and resilience but above all, by impact.

At Coleman Health Services, our mission remains steadfast: to foster recovery, build independence, and change destinies. This year, that mission came alive in powerful ways.

We expanded our footprint across Ohio through the launch and delivery of Mobile Response and Stabilization Services (MRSS) in over 20 counties and were honored to be named the Regional MRSS Provider (RMP) for 35 counties statewide. Thousands of youth and families received urgent, trauma-informed care right where they live, because we believe access to help should never depend on geography.

To support our expanding crisis services, we undertook six capital projects, breaking ground on new buildings in Warren, Ravenna, Canton, St. Clairsville, Lima, and Chillicothe. These centers represent more than bricks and mortar. They are safe, healing spaces where anyone will be able to walk in and get the help they need, when they need it most.

This year, Coleman served over 40,900 individuals, meeting needs across the behavioral health spectrum from mental health and addiction care, to supportive housing, peer-led services, and

employment programs. In the pages ahead, you'll meet some of the people we've served and the dedicated team members who walk beside them on their journeys to recovery.

We are deeply grateful to every donor, grantmaker, and community partner who made this work possible. Thanks to your generosity, Coleman raised over \$10 million in philanthropic and grant support in FY2025. Your investment is changing lives, and we hope you take pride in the lasting difference you're making.

As we look ahead to FY2026, we do so with bold ambition. We will continue to break down barriers, expand access to the most underserved, and champion a future where mental health and whole-person care are a right, not a privilege.

Together, we are changing destinies.

With gratitude,



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President & CEO

Hattie Tracy



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Board Chair

Richard Deken

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MANY SERVICES. ONE COLEMAN. MANY SERVICES. ONE COLEMAN.

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

BEHAVIORAL HEALTH + WRAP AROUND SERVICES

- Clinical Services
- Residential Services
- Supportive Services
- Employment Services

EDUCATION & CONSULTATION SERVICES

- Social Enterprise Businesses
- Mental Health First Aid Services

COMMUNITY PARTNERSHIPS

- OhioRISE
- 9-8-8 Suicide & Crisis Hotline
- Mobile Response Stabilization Services (MRSS)



Coleman Health Services

OhioRISE Services

9-8-8 Suicide & Crisis Hotline

Mobile Response Stabilization Services (MRSS)

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



Ravenna, Portage County

BUILDING A STATEWIDE NETWORK OF CRISIS CARE

Every community deserves access to immediate, compassionate care during a mental health or addiction crisis. Coleman Health Services is leading the way in building Crisis Stabilization Units (CSUs) and Behavioral Health Urgent Care (BHUC) centers across Ohio — because when people get help quickly, outcomes improve, families stay safer, and pressure on emergency rooms and jails is reduced. These services are more than buildings. They are lifelines.

- ✓ **Rapid Access to Care**
Immediate mental health assessment and stabilization, often without long waits.
- ✓ **Reduced Emergency Room Visits & Hospitalizations**
Frees up critical hospital and emergency department resources.
- ✓ **Improved Client Outcomes**
Timely intervention prevents worsening symptoms and supports recovery.
- ✓ **Enhanced Safety**
Offers a secure place for people in crisis, reducing risks to themselves and others.
- ✓ **Cost-Effective**
A more affordable alternative to inpatient hospitalization with comparable support.

PROGRESS ACROSS OHIO

Allen, Auglaize & Hardin Counties

In Lima, we broke ground on an expansion at 797 S. Main Street that will add nine beds to the existing CSU. This addition includes transitional housing for individuals recovering from mental health and addiction challenges, creating a safe environment where they can stabilize before re-entering the community.

Belmont, Harrison & Monroe Counties

Construction is underway on a brand-new CSU and Behavioral Health Urgent Care facility, set to open in 2026. This walk-in, confidential service will make emergency mental health evaluations more accessible and strengthen community connections.

Trumbull County

Together with the Trumbull County Mental Health and Recovery Board, we are developing a new Behavioral Health Crisis Center on Pine Avenue in Warren. Construction is on track for completion by Year-end 2025 — a critical step in providing fast, effective care in the Mahoning Valley.

Paint Valley (Ross, Highland, Pike, Pickaway & Fayette Counties)

A new CSU is coming to Chillicothe, which will serve residents across five counties. This center will offer crisis intervention services that are currently lacking in the region, including a 23-hour involuntary observation unit and secure EMS/police drop-off, providing timely care and improved outcomes for those in need.

Portage County

Construction is progressing on our new CSU facility in Ravenna. On June 10, 2025, we marked a major milestone with the Topping Out Ceremony, placing the final steel beam. We anticipate this state-of-the-art facility will be operational in 2026, continuing Portage County's leadership in crisis care innovation. The facility will feature trauma-informed assessment rooms for adults, youth, and families; a 23-hour involuntary observation unit; and secure EMS/police drop-off.

Stark County

Construction began this year on a Behavioral Health Urgent Care center set to open in 2026. The facility will feature trauma-informed assessment rooms for adults, youth, and families; a 23-hour involuntary observation unit; secure EMS/police drop-off; and on-site emergency medical clearance. It will also house a modern CSU and a 988 crisis call, text, and chat center, ensuring individuals receive the right level of care quickly and safely.

Allen, Auglaize, and Hardin counties.



St. Clairsville, serving Belmont, Harrison, & Monroe Counties.

REAL STORIES OF RECOVERY AND HOPE

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Behind every Coleman service is a person. A story. A life transformed.

Each journey shared here reflects the resilience of the individuals we serve — and the dedication of Coleman staff who walk alongside them. From navigating mental health crises to reclaiming independence and building brighter futures, these stories show what's possible when compassionate care meets courage and determination.



A JOURNEY FROM PANIC TO INDEPENDENCE

When we first began working together during the height of the COVID-19 pandemic, this young man was living in the grip of crippling anxiety. Social phobia, frequent panic attacks, and suicidal thoughts made everyday life feel overwhelming and isolating. But over time — and with steady, determined effort — he began to take back control.

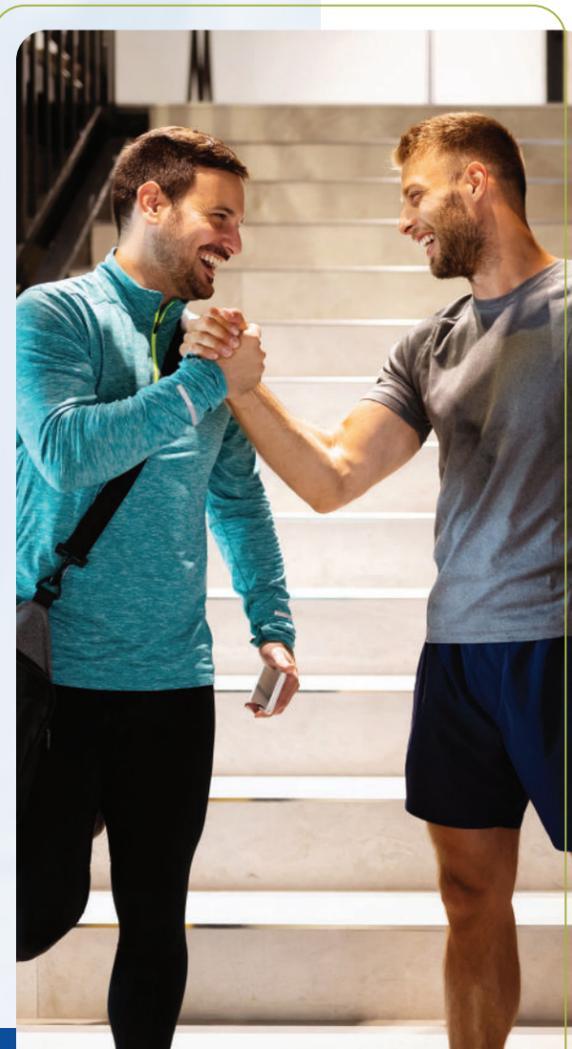
Despite the challenges of losing his father, navigating job changes, and facing fears head-on, he showed extraordinary resilience. He learned to manage his anxiety and panic. He began taking public transportation independently, mastering the local bus and taxi systems. Today, he regularly travels

alone to downtown Pittsburgh to attend wrestling shows and concerts — something that once seemed unimaginable.

He's made new friends, experienced his first relationship and heartbreak, and handled it all with maturity and grace. Now, he's working toward his driver's license and dreams of living on his own.

“There was a time I couldn't leave the house without panicking. Now I go to concerts by myself in the city. I never thought I'd be this independent.”

He's not just progressing — he's thriving.



REDEMPTION, RESILIENCE, AND A NEW BEGINNING

When he first connected with Coleman Health Services, he had just completed a nine-year prison sentence for cashing fraudulent checks. He came to us from a homeless shelter, with no belongings — only a determination to start over.

From day one, he showed up. He rarely missed an appointment and remained committed to the process, no matter how difficult. He worked closely with every person involved in his care, consistently proving through actions — not just words — that he was no longer defined by his past.

Through this journey, he rediscovered his faith. What began as conversations about “hanging in there” during homelessness evolved into updates about his new apartment, slowly furnishing it piece by piece and making it a home. He's now re-engaged in daily living activities, exploring hobbies, and finding purpose.

“I came from nothing, and now I have peace. I've got my own place, my faith, and people who believe in me. That means everything.”

Today, he carries himself with calm, joy, and gratitude. He is not just rebuilding his life — he is living it fully.

FINDING HARMONY IN RECOVERY

Once a practicing attorney, this client's life was upended when he began experiencing serious mental health challenges. In crisis, he found stability through Coleman's Crisis Stabilization Unit (CSU), where he took the first steps toward recovery.

After his time at the CSU, he transitioned to our transitional beds (Tbeds) program, where he worked closely with residential staff and his case manager to begin reintegrating into daily life. Though adjusting to a new normal wasn't easy, he met it with openness and determination. He also brought warmth and community to the space — even teaching two fellow residents how to play guitar.

As part of his housing plan, it was determined that a group home would be the most supportive environment for long-term stability. He was approved for funding and is now living in a setting designed to help him continue building on his recovery and stay connected to the community.

This is a story of rediscovery — of purpose, connection, and the power of support at every stage of the journey.

A BIRTHDAY WORTH REMEMBERING

When she first came to Coleman Health Services, it was through our employment program — a first step in what would become a powerful journey of recovery. Over time, she connected with outpatient services and eventually moved into one of our supportive living sites, where she began to rebuild her life with intention and hope.

Today, she is sober, employed, has regained her driver's license, and is actively working toward moving into her own apartment — goals that once felt out of reach.

A few months ago, while visiting the house, staff and residents surprised her with a birthday celebration. After the singing and smiles, she paused and quietly said:

"This is the first birthday I can remember where I was actually sober."

That moment captured just how far she's come. Her story is one of strength, second chances, and the kind of support that makes long-term recovery possible. She's not just surviving — she's thriving.



RESTORING DIGNITY THROUGH EVERYDAY RELIEF

For one Coleman client, doing laundry was more than a chore — it was a constant source of anxiety. After enduring years of serious health challenges and adjusting to life with an ostomy bag, the simple task of keeping her clothes and bedding clean became overwhelming, both physically and emotionally.

Without her own washer and dryer, she resorted to washing clothes by hand in her bathtub or sink, relying on Beacon House's laundry room, or scraping together funds to visit the laundromat. The unpredictability — not knowing when she could do laundry next or whether she'd have clean sheets after a medical leak — began to take a toll on her mental health.

Thanks to the PNC Grant, Coleman was able to step in

and help. When she was approved for the purchase of a washer and dryer, she was overwhelmed with gratitude.

"This will help my confidence. This will help me mentally. I was always so worried. Please tell everyone who made this happen how much it means."

Since then, she continues to share how much the simple ability to do laundry at home has changed her life.

"Things don't get piled up. Something is always clean. It's been such a stress reliever."

With this burden lifted, she is now better able to focus on her recovery and mental wellness. It's a powerful reminder that meeting basic needs can unlock healing, dignity, and hope.

HELPING A YOUNG GIRL HEAL AFTER TRAUMA

The Marion/Crawford Mobile Response Stabilization Services (MRSS) team was called to support an 8-year-old girl who had just returned home from a psychiatric hospital stay. Adopted alongside her 7-year-old sister by their former foster parents, she had experienced significant early-life trauma and carried a diagnosis of Reactive Attachment Disorder (RAD). Her behaviors were explosive and unpredictable — a reflection of deep emotional pain and fear.

Referred through OhioRISE, the MRSS team stepped in quickly, providing intensive in-home crisis support. For 42 days, our team met with her 2-3 times per week, working closely with the family to manage crisis moments, teach coping strategies, and build trust. Gradually, her ability to self-regulate improved.

She began to use the skills we practiced and responded to redirection in ways she hadn't before.

As the case came to a close, we coordinated a smooth transition into Intensive Home-Based Treatment (IHBT), ensuring continuity of care.

At discharge, her adoptive mother shared heartfelt gratitude:

"MRSS has been life-changing for our family. I've already told other parents and agencies about it — every child in crisis should have access to this kind of help."

Her words affirm what we know to be true: with the right support, healing is possible — even after the most difficult beginnings.



I PROMISE HEALTH Quarters



A Holistic Approach to Health for Summit County



The I PROMISE HealthQuarters (IPHQ) is more than a building — it's a movement toward healing, equity, and belonging.

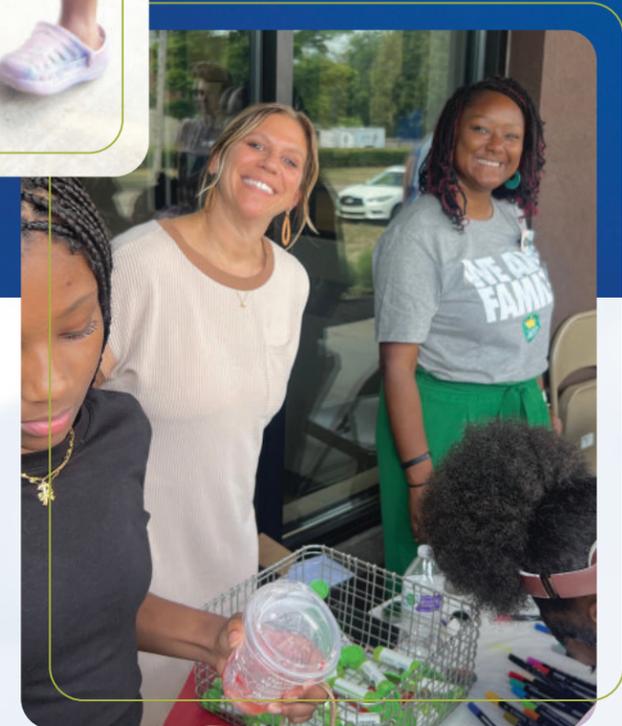
Inspired by LeBron James's commitment to his hometown, this innovative hub thrives as a symbol of hope and wellness for the community. The IPHQ brings together state-of-the-art medical, dental, optometry, pharmacy, and mental health services (including psychiatry, counseling, case management, peer support, and groups) under

one roof, creating a holistic approach to health for people of ALL ages in Summit County.

The LeBron James Family Foundation and Peg's Foundation sought to partner with passionate and dedicated leaders in behavioral and physical healthcare to meet the community's needs. That search led them to Coleman Health Services and AxessPointe Community Health as the ideal providers, delivering care that is connected, compassionate, and truly community-driven.

Every aspect of the IPHQ experience — from the "We Are Family" shirts worn by staff to the welcoming atmosphere and youth-friendly spaces — is intentionally created to foster a welcoming, safe, and supportive environment.

Through this powerful alliance, we are redefining what it means to care for the whole person and the whole community. And we're just getting started.





AN ESSENTIAL RESOURCE FOR CHILDREN IN CRISIS

At just 16, Emma* was navigating the challenges of high school while quietly battling depression and low self-esteem. When a trusted friend shared her personal struggles with others, Emma felt exposed, betrayed, and utterly alone. The pain was overwhelming. She didn't want to be at school — she wasn't even sure she wanted to be alive.

When staff urged her to step into the restroom to calm down, Emma instead collapsed in tears, unable to catch her breath. That's when Coleman's Mobile Response and Stabilization Services (MRSS) team was called — and arrived within minutes.

The team's calm, compassionate presence changed everything. They listened without judgment, reassured her that her feelings mattered, and helped her find her footing again.

"It was like they gave me a flashlight in a dark room," Emma said. "I was able to see my way out. I had been in such a hard place, and if MRSS hadn't come, I'm not sure I would be here. Thank you for making me feel heard, normal, and validated."

**To protect confidentiality, this name has been changed.*

ACCESSIBLE, COORDINATED CARE FOR YOUTH AND FAMILIES

Since launching services in 2023, we have been encouraged by the widespread support and enthusiastic acceptance from a broad range of community partners. This collaboration underscores a shared commitment to ensuring that youth and families in crisis receive timely, compassionate, and effective care.

As our MRSS services are growing, we are opening new offices, the most recent one at 1150 Crescent Heights, Marion, Ohio. These facilities serve as a central hub for Coleman Health Services in their region, housing not only MRSS, but other behavioral health services. By co-locating these programs, we aim to provide more accessible, coordinated care to individuals and families across their lifespan.

Our vision is to make a meaningful and lasting impact on the lives of those we serve, helping to fill critical service gaps and strengthen the behavioral health infrastructure. We are deeply committed to becoming a trusted and valued resource across Ohio — one that brings stability, support, and hope to those who need it most.



MRSS

Mobile Response & Stabilization Services

MOBILE RESPONSE AND STABILIZATION SERVICES (MRSS) FOR YOUTH IS PROVIDED ACROSS OHIO. COLEMAN IS SERVING 35 OF OUR 88 COUNTIES.

MRSS stands for Mobile Response and Stabilization Services. It's a no-charge program for children, teens, and young adults age 20 or under who are experiencing a behavioral health crisis or emotional distress. Our trained team goes to them – at home, school, or another safe place – to help calm the crisis, make a safety plan, and connect them with support.

In Marion and Crawford Counties, we've established strong connections with key community partners — including the Director of Marion Juvenile Court and the Director of Third Street Family Counseling Center in both Crawford and Marion Counties — who expressed great enthusiasm about collaborating with the Coleman MRSS team.

Marion County Children Services and the local court system have already begun referring youth

to our team and have been incredibly supportive throughout the process. Beyond these agencies, most organizations we've approached have welcomed us with open doors and shown genuine interest in the services we offer and the potential to refer youth in need.

Community members have consistently expressed that having an MRSS presence in Marion and Crawford Counties is both timely and essential — and they anticipate the services will be well-utilized.

Looking ahead, the MRSS team is preparing to give presentations at schools across both counties this fall, with additional outreach planned for various community agencies. We also intend to maintain a visible presence at upcoming resource fairs and community walks.

The warm reception and support from our community partners have been deeply appreciated and have only strengthened our commitment to supporting local youth in meaningful and impactful ways.



MRSS SUPPORT MAKES A LASTING IMPACT

When MRSS became involved, our client was an 11-year-old boy living with his mom, stepdad, and sibling. He was experiencing significant emotional distress, including suicidal ideation, largely stemming from concerns about his younger sister's safety while at the home of the man he had always known as "dad."

Diagnosed with ADHD and sensory sensitivities, he was a 5th-grade student at the local intermediate school who had difficulty forming friendships, though he had a few close peers. Despite these challenges, he had a deep love for the outdoors, fishing, and robotics.

Through MRSS support, we helped connect him and his family to vital resources. He was enrolled in

OhioRISE and began outpatient therapy. He also received a full scholarship to attend summer camp, which helped build his confidence and independence.

Over time, we saw a notable reduction in his anxiety and his sense of responsibility to "be the man of the house." Instead, he began to embrace just being a kid. We also connected him with the local Neighborhood Outreach Center, where he now enjoys daily youth programming.

Today, he is thriving — more confident, emotionally stable, and excited for what's ahead. He is especially looking forward to joining the middle school robotics team this fall.

SUPPORTING A FAMILY IN CRISIS

The Logan-Champaign MRSS team received a referral for a 17-year-old male with Autism, part of a blended family of 14 members spanning three households — including a newborn and a one-year-old. The family was living in a home condemned by the Health Department and given 10 days to vacate. Due to the sudden and traumatic loss of the client's father — who had been the family's primary provider and payee — MRSS was granted a brief extension to coordinate support.

Many of the family members have cognitive impairments and required extensive assistance, including the client's mother. MRSS collaborated with county officials, Caring Kitchen, and Peak of Ohio to identify resources. On the day of the eviction, all 14

family members were successfully placed in the same homeless shelter, ensuring they could stay together. Prior to entry, MRSS transported the family to a laundromat, taught them how to do their laundry, and secured funding to cover the costs.

MRSS continued to provide wraparound support by securing critical documents (birth certificates, Social Security cards, and IDs), clothing, shoes, and undergarments for all members. The team helped the family access SNAP and Medicaid, apply for Social Security death benefits, and obtain payee services. Referrals to BDD and OOD led to four family members accepting employment. For many, this marked their first job.



COLEMAN CIRCLE OF CARE

The FY25 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 allows us to fulfill our mission of fostering recovery, building independence, and changing destinies for all.

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The Little Tikes Company
The Peanut Shoppe
The River Merchant
Hattie Tracy and Joseph Deppen
Trumpet in the Land

Turner Construction Company
WAKR Radio
Weathervane Playhouse
Drs. Brian and Nancy Welsh
Welty Building Construction Ltd.
Eric E. Wertz
Western Reserve Historical Society
WFMJ
Woodsy's Music

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