

recovery is ahead



The Nord Center

prevention • treatment • advocacy

Lorain County's Leader in Mental Health Services
Serving the Mental Health Needs of Lorain County
Lorain County's Critical Care Partner in Mental Health Services

2018 - 2019 COMMUNITY REPORT

2019 - 2020 Board of Directors

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Director of Sexual Assault Services

Jesse McDonald, PharmD, RPh
Director of Pharmacy

Brooke Sherman, LPCC-S
Director of Crisis Services

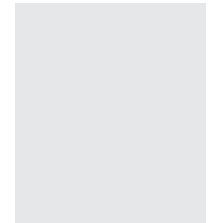
Tina Zimmerman, LISW-S
Director of Continuous Quality Improvement

A Letter To The Community



The Nord Center

prevention • treatment • advocacy



Don Schiffbauer, MBA, BSN, RN
Chief Executive Officer



Donald Sheldon, M.D.
President

For 72 years, The Nord Center has been delivering on its promise of quality and compassionate care. It is an honor and privilege to lead an organization with such a rich history. It is also an honor to lead a team of over 300 employees who are driven by their commitment to improving the lives of others.

We at The Nord Center often walk with those who have experienced complex life challenges. Our role is to provide treatment, support and advocacy as they move towards recovery. The work can be both difficult and rewarding. Through it all, we never cease to be amazed by the courage and strength of our clients who allow us to be on their journey of hope and healing with them.

Our clients are your neighbors, friends and co-workers. In fact, our programs and services currently touch 1 out of 50 Lorain County residents.

The Nord Center has been fortunate to be able to continue to serve the community during the COVID-19 crisis. Adapting to the changing needs of our community brought many challenges, yet it has also presented innumerable opportunities. Some of the changes we made during this time we hope will support our continuing efforts to reduce barriers to care for all.

We would like to take this opportunity to thank our many supporters and stakeholders who have given their time, resources and funds to help us make a difference in the lives of so many. We would also like to thank our exceptional staff who respond tirelessly to the needs of those we serve. To the members of The Nord Center Board of Directors, we also extend our gratitude. Great strides have been made in the past 72 years, and we look forward to seeing what the years ahead hold.

Don Schiffbauer, MBA, BSN, RN
Chief Executive Officer

Donald Sheldon, M.D.
President

“ To leave the world a bit better, whether by a healthy child, a garden patch, or a redeemed social condition; to know that even one life has breathed easier because you have lived – that is to have succeeded. ”

– Ralph Waldo Emerson

Welcome to The Nord Center



The Nord Center, founded in 1947, is a private, nonprofit organization serving the mental health needs of Lorain County residents. The agency offers services in four core areas: mental health, emergency crisis intervention, sexual assault services and supportive housing. Like other community nonprofit agencies, The Nord Center is an approximately \$23 million 501(c)(3) nonprofit organization providing culturally specific, evidence-based behavioral healthcare services to more than 7,000 clients and their families each year. Services are provided to children, adolescents and adults in the greater Lorain County area.

The Nord Center was named in 1970 in honor of Walter G. Nord (1884-1967), lifelong supporter of our agency's services and mental health initiatives designed to help all the citizens of Lorain County.

The Nord Center is governed by a Board of Directors whose membership is comprised of community residents. Along with our Executive Leadership, the Board's role is to see that we continue to serve the community not only by offering excellence in care but also responsiveness in offering the services needed by our community.

The Nord Center's clinical services are certified by the Ohio Department of Mental Health and Addiction Services with regular accreditation visits by CARF, the Commission on the Accreditation of Rehabilitation Facilities.

The Nord Center's funding comes primarily from fees received for providing service to customers. Much of this funding is through the Mental Health Addiction and Recovery Services (MHARS) Board in Lorain County. A portion of these funds is from the Mental Health Levy. Other funding sources include Medicaid, the Office of the Ohio Attorney General, foundations, other grants and donations.

Vision

Recognized as the premier behavioral health and advocacy provider who clearly makes a difference in our community's health

Mission

Engaging people in our community to achieve mental and emotional health through prevention, treatment, and advocacy

Strategic Goals

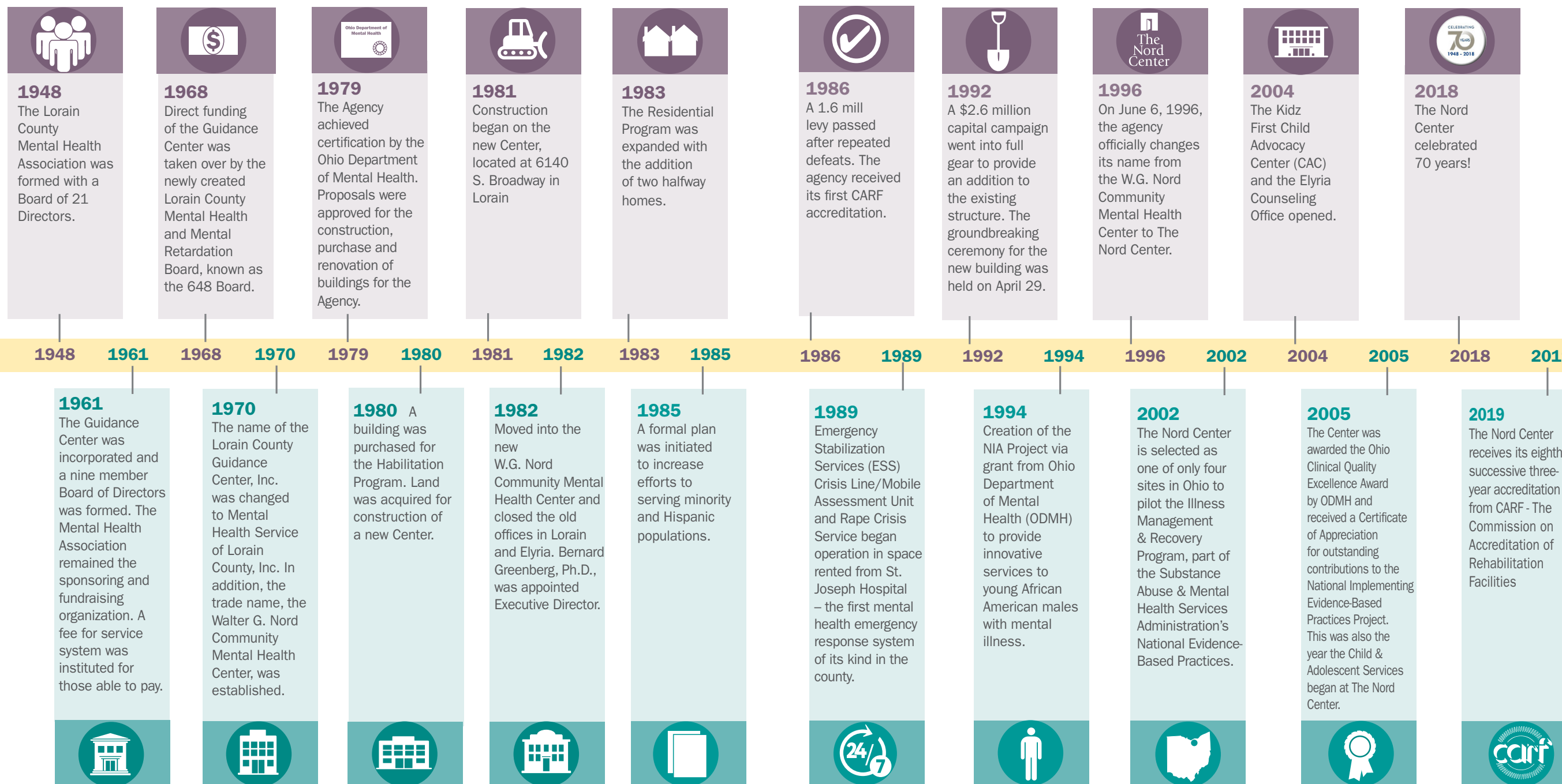
- 1. Access/Capacity**
Expand access to services by addressing physical and cultural barriers to care and expanding human and physical capacity
- 2. Community Perception/Fundraising/Marketing**
Develop and implement a marketing, communications, and development plan that maximizes community perception and philanthropic support
- 3. Service Mix**
Evaluate and optimize our service portfolio to maximize community impact and financial performance

our past

In 1947, the federal government initiated grants to states to establish community clinics. As a result, the State of Ohio began providing Lorain County the services of a psychiatrist for one day per month. However this proved to be inadequate, and in February 1948, Dr. David Sprague was sent by the State to provide services one afternoon each week. He met patients in Lorain, in the office of Dr. DeNardi, who provided the office without charge. It was at this time that the county began exploring the possibility of establishing a permanent clinic.



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our core areas of service

7,126

Total number of adult clients (over 18) served

971

clients received adolescent counseling

1,744

patients served by the pharmacy with

41,970

prescriptions dispensed

3,528

clients received adult counseling

78

number of formerly incarcerated persons receiving re-entry services within 5 days of release

1,269

Total number of clients served (who are survivors and co-survivors)

219

adult survivors served

199

adults sexually abused as children

552

children

174

number of callers served by the sexual assault hotline

Core Mental Health



The Nord Center provides a full range of comprehensive behavioral healthcare services for Lorain County residents with mental illness and co-occurring disorders, including:

Counseling for Adults, Adolescents and Children

Day Treatment

Psychiatry

Case Management

First Episode Psychosis

Community Support

Supported Employment

Dual Diagnosis Services (substance abuse and mental illness)



Sexual Assault



The Nord Center's Sexual Assault Services are available to men, women and children survivors of sexual assault/abuse throughout Lorain County. Resources are also provided for friends and family of survivors.

Sexual Assault Services

Crisis Services

Child Advocacy Center



Crisis/ Suicide Prevention

The Nord Center's Emergency Stabilization Services (ESS) offers a full continuum of crisis services to any person in Lorain County experiencing an emotional or psychiatric crisis, including:



24 Hour Emergency / Crisis Services

Zero Suicide Initiative

Mobile Crisis

Crisis Stabilization Unit

Warm Line



Housing

The Nord Center offers a variety of residential services that are designed to support adults who have a mental illness maintain their own residence in the community. The Residential Support Program offers an array of safe and affordable housing options to those who would benefit from living in a supportive, consumer-centered environment. Based on the recovery model, the focus is on maximizing each client's strength, addressing any barriers, and supporting each individual's ability to live independently.



The Housing Assistance Program of Lorain County, through a combination of financial and supportive services, assists individuals and families experiencing a housing crisis. Operated by Nord, in partnership with Catholic Charities, this program aids eligible persons/families who are homeless or facing eviction to establish permanent, stable housing.

Supportive Housing

Homelessness Prevention



27,673

Number of hotline calls with a 99% answer rate

2,272

Number of Mobile Crisis outreaches into the community

265

Number of admissions into the Crises Stabilization Unit

765

Number of outreaches who remained in the community

1,050

Number of outreaches diverted from the hospital (they remained in their home or were admitted to CSU)

8

number of residential properties operated by The Nord Center

118

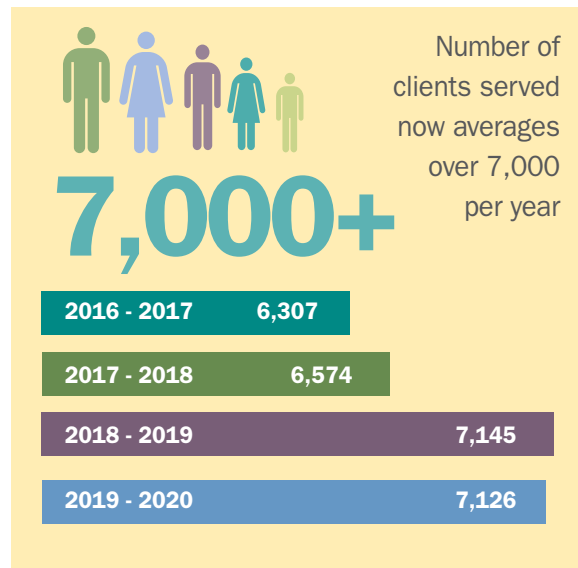
number of people that can be served by The Nord Center's residential properties



*Figures are from the 2020 calendar year.

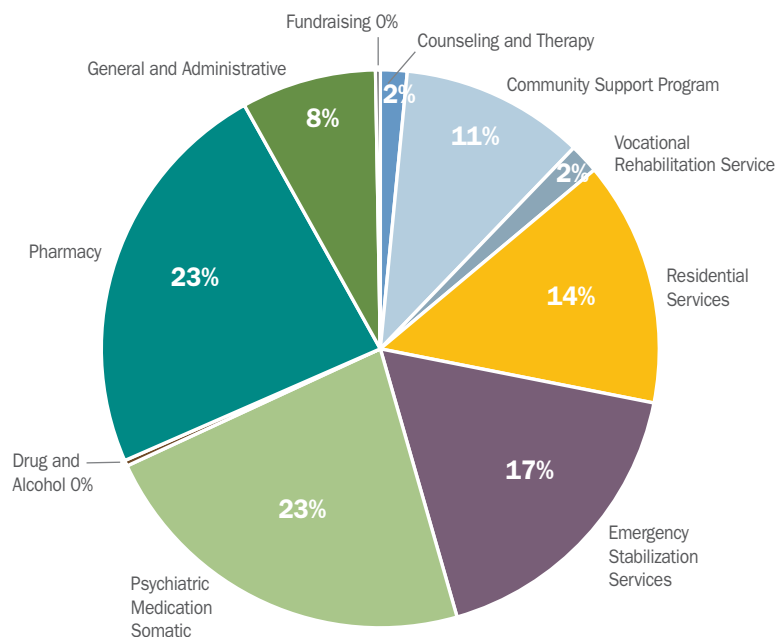
Progress Report

- Number of employees increased 20% up to 300. Turn-over remains very low for the community mental health sector at about 20%
- Added several Peers—persons with lived experience of mental illness — to our workforce
- Opened office in Norwalk to bring Children’s Advocacy and Rape Crisis Services to Huron County
- With the support of the Ohio Department of Health, implemented targeted outreach for sexual assault services to the Latinx community including working with a community task force to develop the !Basta Ya! It’s OK to talk about it Awareness campaign.
- Completed cultural competency requirements for Safe Zone membership which promotes the agency’s having created a welcoming environment for all individuals in the LGBTQI community
- Became a service delivery site for Lorain County Health & Dentistry to enable the provision of primary healthcare at the South Broadway location
- Trained all staff in and began implementing workplace strategies to deliver care in accordance with a trauma informed care approach
- Improved the agency’s intake and reception experience for clients
- Established diversity working groups to gather feedback to support improved inclusion efforts. Re-established the African-Centric and Bi-lingual case management teams
- Expanded outpatient capacity at new office location in Sheffield Village



- Coming in 2021
- New Electronic Medical Record that will improve coordination of care and measurement of outcomes
 - New 62 one-bedroom apartment building to open in 2021: Bridge Pointe Commons in the City of Elyria in partnership with PHIRL and EDEN, Inc.
 - Begin work on Behavioral Health Crisis Center and Detox center in collaboration with The LCADA Way

Functional Expenses



Counseling and Therapy	\$285,687
Community Support Program	\$1,966,493
Vocational Rehabilitation Service	\$317,707
Residential Services	\$2,622,408
Emergency Stabilization Services	\$3,223,247
Psychiatric Medication Somatic	\$4,163,839
Drug and Alcohol	\$61,751
Pharmacy	\$4,332,413
General and Administrative	\$1,445,486
Fundraising	\$50,944
Total	\$18,469,975

STATEMENT OF FINANCIAL POSITION

ASSETS	6/30/18	6/30/19
Assets:		
Cash and cash equivalents	\$ 447,783	\$ 708,257
Accounts receivable, net	1,932,651	2,070,026
Accounts receivable, related parties	41,572	41,658
Inventory	129,528	135,098
Prepaid expenses	96,680	159,949
Total current assets	2,648,214	3,114,988
Building and equipment:		
Building and improvements	135,338	138,622
Equipment	484,526	484,526
	619,864	623,148
Less accumulated depreciation	540,620	551,323
Net building and equipment	79,244	71,825
Other assets:		
Investments held in trust	112,899	111,475
Assets limited to use	773,231	849,744
	\$ 3,613,588	\$ 4,148,032

LIABILITIES AND NET ASSETS	6/30/18	6/30/19
Liabilities:		
Line of credit	\$ 550,000	\$ 230,000
Accounts payable, trade	262,462	252,750
Accrued payroll and related liabilities	426,282	559,310
Accrued vacation	305,020	405,477
Due to third-party payors	4,882	453,307
Notes payable, related parties, current portion	8,743	10,299
Deferred revenue	5,228	7,149
Total current liabilities	1,562,617	1,918,292
Rent payable, related party	718,141	717,821
Notes payable, related parties, net of current portion	901,423	901,423
Due to third-party payors, net of current position		244,218
Accounts Payable HAP startup	75,000	75,000
Deferred compensation obligation	773,231	849,744
Total liabilities	4,030,412	4,706,498
Net assets:		
Without donor restrictions	(619,431)	(758,875)
With donor restrictions	202,667	200,409
Total net assets	(416,764)	(558,466)
	\$3,613,648	\$ 4,148,032

STATEMENT OF ACTIVITIES AND NET ASSETS

SUPPORT AND REVENUE:	6/30/18	6/30/19
Fees:		
Lorain County Board of Mental Health	6,407,546	7,826,708
Lorain County Drug and Alcohol Board	56,108	18,849
Medicaid	5,455,221	5,921,179
Federal Title XX	167,156	167,019
Medicare and other private insurance	470,361	664,858
Direct fees	527,689	497,763
Grants and Contributions	859,231	1,059,988
Pharmacy	3,049,708	4,552,510
Other	190,643	185,459
Net Assets released from restrictions		
Total support and revenue	17,183,663	20,894,333

EXPENSES:	6/30/18	6/30/19
Personnel	11,002,993	12,973,198
Client care	1,035,480	1,280,111
Occupancy	810,832	810,921
General operating	681,245	948,723
Contract services	744,627	867,736
Cost of goods sold (Pharmacy)	3,034,188	4,139,583
Depreciation	11,085	10,703
Bad debts	404,862	5,000
	17,725,312	21,035,975
Decrease in net assets	\$ (541,649)	(141,642)
Net assets, beginning	124,825	(416,824)
Net assets, ending	\$(416,824)	\$(558,466)

How Your Donation Helps

\$100

1 hour of counseling

\$250

1 rape crisis exam

\$500

Trains 3 police officers in Crisis Intervention Training

\$1,000

Provides sensory and self-soothing supplies for 1 year for a therapy group for teens with self-harming behavior

\$2,500

Provides food for Nord Center group homes for 2 weeks

\$5,000

Provides 1 year of suicide survivors' group for five people

\$7,500

Provides a case manager to work with 1 client 1 hour per week for 18 months

\$10,000

Provides 1 month of warm line service or one week of 24/7 hotline service



Your gift to The Nord Center helps to sustain and grow the organization's programs and services in order to continue to better meet the needs of our community.

Amazon Smile – By shopping at smile.amazon.com and selecting The Nord Center as your charity of choice you set up a fraction of each purchase you make to go to The Nord Center via a quarterly payment. The charity is not notified of who “contributes” or how much. The site is just the same as amazon.com.

Amazon Wish List – The Nord Center maintains a wish list of items needed to support our clients and run our agency. Things like clothing for clients coming into our emergency crisis center or art supplies for clients of the sexual assault program are examples. When you donate this way, it is completely anonymous. We simply receive the package from Amazon.

Donate your Car – Donating your car—running or not—to The Nord Center is surprisingly quick and easy. Either visit: <https://careasy.org/the-nord-center> or call **855-500-RIDE (7433)**. The agency receives the net proceeds after the car sells and we really appreciate it. Vehicles must be in one piece, have an engine, and be towable. Contact a CARS representative at 855-500-RIDE (7433) to find out if your vehicle qualifies for pick-up.

Donor-advised funds gifts – Use your tax-deductible donor-advised fund to make a gift to **The Nord Center**. Checks from your donor-advised fund can be mailed directly to **The Nord Center, 6140 S Broadway, Lorain OH 44053**.

Legal Name: The Nord Center Federal Tax Identification Number: 34-0949459

Need help directing your gift to The Nord Center? Give us a call at 440-204-4185, or email bkamm@nordcenter.org. Please note that gifts from your donor-advised fund may take some time to arrive at The Nord Center.

Gifts of Marketable Securities – The Nord Center makes it easy to transfer marketable securities to us. We can provide the account and DTC number to make a direct transfer of stock. Gifts of appreciated stock may be beneficial to donate with respect to capital gains.

Giving Incentives through the Cares Act:

- Temporary Universal Charitable Deduction—Taxpayers who do not itemize their deductions can take a one-time deduction of up to \$300 for gifts made to charitable organizations. The provision is intended only for the year 2020; however, in the text of the bill, it states taxable years “beginning in 2020 ...” and does not include a sunset date, thus it conceivably could extend beyond 2020. The deduction is ONLY for gifts of cash made in calendar year 2020 and does not cover other types of gifts or contributions made to donor-advised funds or private foundations.
- Suspends the 60 percent adjusted gross income limitation for individuals' charitable contributions for the year 2020. In a typical year, individuals can only take a charitable deduction of up to 60 percent of their adjusted gross income, no matter how much they give. For 2020, there is no limit, making cash contributions fully deductible.
- Increases the cap on how much corporations may deduct for charitable gifts from 10 percent of taxable income to 25 percent. In addition, the limitation on deductions for food donations by corporations increases from 15 percent to 25 percent in 2020.
- Waives for 2020 the required minimum distributions from retirement plans, such as pensions and 457 plans. Any minimum distributions from retirement plans that would have been required in 2020 can be delayed until 2021. This change reduces the incentive for donors to make gifts from their individual retirement account (IRA)—the IRA Rollover Provision

Mental Health Endowment fund at Community Foundation of Lorain County – This fund comprises the gifts of many donors over the years and will be at the Community Foundation in perpetuity for the support of mental health initiatives in Lorain County. Contact the Community Foundation in order to donate to this fund.

Outright gifts – You may donate via check or online at www.nordcenter.org. The Nord Center also maintains on our website a list of “gifts in kind” it is seeking for various programs.

Tribute Gifts – A memorial gift or gift in honor is a thoughtful way to honor a family member or friend. A personalized letter is sent to the honoree or family notifying them of your gift.

in financial support

INDIVIDUALS

Anonymous
 Anonymous-Facebook Donors
 Tabitha Angello
 Ms. Lea B. Arcuri
 Melissa Beck
 Beth Beers
 Rich Berk
 David Biegel
 Julie Blair
 Kathryn and Timothy Boylan
 Iulian Bulucea
 Ms. Ann Butkowski
 Kelly Camlin and Kevin Beaver
 Alexis Carter
 Marshal Chase
 Debra and Stephen Cihla
 Debra Costa
 Ray and Dawn Cushing
 Nordson Corporation Employees
 James Eschmeyer
 Nancy Gfell
 Laura and Jeff Gleason
 Ted and Nancy Goble
 Tim Green
 Tom and Kris Greene
 Mr. and Ms. Thomas Hayes
 Mr. Steven Herron
 Jamie Hootman
 Judith Hyde
 Mark Jaffee
 Rebecca Jones and Walt Schmitz
 Dorothy Jones
 David Kantor
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 Larry Kenyon
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 Kevin Knight
 Manjula and Subrahmanyam Kottapalli

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 Michael Visk
 Pamela Waite
 Joyce Wasela
 Kathleen Whaley and Mark Nixon
 Mary Wheatley
 Michelle Wimmer
 Dana Zedak
 Diane Zimmer
 Tina and Garland Zimmerman

ORGANIZATIONS

Amazon Smile
 Clark & Post Architects, Inc.
 Cleveland Clinic
 Community Foundation of Lorain County
 DesignRoom Creative
 Huron County Community Foundation
 HW&Co.
 JCPenney
 Kendal at Oberlin
 Lakeside Financial Partners
 Lorain County Children Services
 Lorain County Community College
 Lorain Metropolitan Housing Authority
 Lorain Rotary Club

Mercy Health
 MHARS Board of Lorain County
 Mike Bass Ford-Mazda
 Modern Mold Corporation
 Nord Family Foundation
 Nordson Corporation Foundation
 Northwest Bank
 One Digital - Cleveland
 Peg's Foundation
 Ridge Tool Company
 Second Harvest Food Bank
 Solomon, Steiner & Peck, Ltd.
 Streamline Healthcare Solutions
 Ulmer & Berne LLP
 Ultimate Software

in kind support

INDIVIDUALS

Mr. Jorge Alvarez
 Susan Bowers
 Mr. Andrew Farley
 Mary Gress
 Samantha Grove
 Mr. and Ms. Thomas Hayes
 Ms. Pat Jancura
 Mr. Jason Kinser
 Mr. Joseph Krzak
 Sharon Meier
 Ms. Walesca Metevia
 Ms. Julie Nixon and Mr. Robert Nixon

ORGANIZATIONS

Cleveland Sewing Company
 Faith Lutheran Church
 Friends of the Library (Euclid)
 Gervasi Vineyards
 Good Neighbor Thrift Store
 LCCC Financial Services Department
 Lorain County JVS
 Medical Mutual of Ohio
 Moves Made Easier
 Norwalk Furniture
 Ultimate Software

tribute gifts

In Memory of Helen Briggs

Mr. John R. Briggs
 Dr. and Mrs. James Cobb DVM
 Ms. Carol Sekerak

In Memory of Laurie DeChant

Oren and Janet Gregory

In Memory of James P. Linden

Mr. and Mrs. Emmanuel Gaspar
 Ms. Judy Graziano
 Ms. Tonia Horvat
 Ms. Ethlyn C. Kennedy
 Ann Linden
 Mr. and Mrs. Dan Linden
 Mr. Donald R. Linden
 Ms. Evalie L. Merda

In Memory of Eric T. Pfaff

Ms. Jennifer Vontell

In Memory of Helen Stankiewicz

Gizella Balmert
 David Briggs
 William Briggs
 Marshal Chase
 Audrey Ferner
 Wallace Lanci
 Sarah Miller
 Modern Mold Corporation
 Kelly Shankland
 Norbert Stankiewicz
 David Tellman
 Bridget Viton
 Michelle Wimmer





Nord Center Main Office
 6140 South Broadway
 Lorain, OH 44053
 Phone: (440) 233-7232
 1-866-888-NORD (6673)

**Sheffield Village
 Counseling Office**
 5425 Detroit Rd.
 Sheffield Village, OH 44054
 Phone: (440) 366-5262

Norwalk Counseling Office
 257 Benedict Ave., Bldg B
 Norwalk, OH 44857
 Phone: (000) 000-0000

Emergency Hotline: 1-800-888-6161
Sexual Assault Crisis Line (440) 204-4359

THE NORD CENTER IS CERTIFIED/ACCREDITED BY:
The Ohio Department of Mental Health & Addiction Services
CARF (The Commission on Accreditation of Rehabilitation Facilities)



www.nordcenter.org



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