

Summer 2022 Report to the Community

# Together.

NEWSLETTER



A PLACE FOR HEALING SINCE 1947.

*Bringing positive  
outcomes to our  
community.*



**The Nord Center**  
*Transforming Lives. Together.*

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Director of Pharmacy

## Message from Leadership

For 75 years, The Nord Center has been delivering on its promise of quality services and compassionate care. It is an honor and a privilege to lead an organization with this rich history. It is also an honor to lead a team of 300 employees who are driven by their commitment to improving the lives of others.

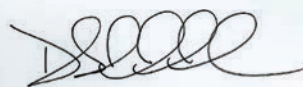
We often walk with those who have experienced complex life challenges. Our role is to provide treatment, support and advocacy as our clients move toward recovery. This work, often, is both difficult and rewarding. Through it all, we are continually impressed by the courage and strength of our clients who allow us to be on their journey of hope and healing with them.

Our 7,500 clients are your neighbors, friends and co-workers. In fact, our programs and services currently touch 1 out of 50 Lorain County residents. While the number of people we serve is large, regrettably there are still many people in our community who need or could benefit from care and are not receiving it.

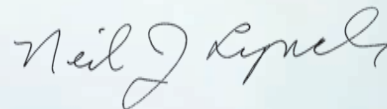
We can only truly meet our mission by continuing to dismantle barriers to mental health, substance use and sexual assault care. Removing barriers includes combatting stigma, providing inclusive and culturally appropriate services, adjusting how we deliver care by providing resources like telehealth and offering same day access to assessments. In this report you will see a list of donors. We thank not only the many supporters whose names are listed here but also the many stakeholders in the community who have given us their time, referred clients to us or worked in partnership with us to carry out our mission. We truly could not do this work without the vast network of people and organizations with which we interact on a daily basis.

We especially thank our exceptional staff who respond tirelessly to the needs of those we serve: everyone from our frontline workers to our prescribers. Each plays a key role in providing the overall environment of care for which our agency is known and appreciated.

To the volunteer members of The Nord Center Board of Directors, we also extend our gratitude. Great strides have been made in the past 75 years, and we look forward to seeing what the years ahead will hold.



**Don Schiffbauer**  
Chief Executive Officer



**Neil Lynch**  
President, Board of Directors

*"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



## Our History

**1948**

The Lorain County Mental Health Association is formed with a Board of 21 Directors.

**1961**

The Guidance Center is incorporated and a nine member Board of Directors is formed with the Mental Health Association remaining the sponsoring and fundraising organization. A fee for service system is inaugurated for those able to pay.

**1970**

The name of the Lorain County Guidance Center, Inc. is changed to Mental Health Service of Lorain County, Inc. In addition, the trade name, the Walter G. Nord Community Mental Health Center, is established.

**1982**

Agency moves into the new W.G. Nord Community Mental Health Center at 6140 South Broadway in Lorain.

**1986**

A 1.6 mill levy passes after repeated defeats. The agency receives its first CARF accreditation.

**1989**

Lorain County Rape Crisis begins services.

**1992**

A \$2.6 million capital campaign goes into full gear. The groundbreaking ceremony for the new building is held on April 29.

**1994**

Creation of the NIA Project via grant from the Ohio Department of Mental Health (ODMH) to provide innovative services to young African American males with mental illness.

**1996**

On June 6, 1996, the agency officially changes its name from the W. G. Nord Community Mental Health Center to The Nord Center.

**2004**

The Kidz First Children's Advocacy Center opens.

**2005**

The Nord Center is awarded the Ohio Clinical Quality Excellence Award by ODMH and receives a Certificate of Appreciation for outstanding contributions to the National Implementing Evidence-Based Practices Project. Child & Adolescent Services begin.

**2009**

The Nord Center's Bilingual Services Team is presented with the 2009 Excellence in Multicultural Outreach Award by NAMI Ohio.

**2018**

The Nord Center holds a gala celebration of its 70 year anniversary.

**2019**

Former competitive gymnast, attorney and advocate for sexual assault survivors, Sarah Klein, addresses a luncheon celebrating the 30th anniversary of the Lorain County Rape Crisis program and the 15th anniversary of the Children's Advocacy Center.

**2020**

The Nord Center and The LCADA Way begins a joint project to expand service capacity at the 6140 S Broadway Crisis Stabilization Unit by adding 6 beds dedicated to substance use disorder. This represents Ohio's first provisional authorization of such a dual service delivery site.

The Nord Center works with several partners to develop a strategic vision document around the concept of a Crisis Receiving Center model of care for Lorain County and begins identifying sources of funding for the implementation of that model for the community.

**2021**

The Nord Center launches a new brand to celebrate the services it delivers and to create a brand identity that supports increasing access to care.

The Nord Center's first episode psychosis or First Program receives a Silver Award in Psychiatric Service Achievement from the American Psychiatric Association.

The Nord Center is awarded a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) to implement a Certified Community Behavioral Health Center (CCBHC) model. This model focuses on care coordination, health integration and peer support.

The Nord Center and Streamline Healthcare Solutions (Streamline) announces that The Nord Center going live with Streamline's SmartCare™ electronic health record (EHR). SmartCare is being used to support delivery of many levels of care including outpatient services for adults, adolescents and children, inpatient crisis stabilization, 24/7 crisis hotline, and mobile services.

**2022**

Mobile response and stabilization service (MRSS), a new crisis protocol, is implemented for youth ages 0 to 20. MRSS is a structured face-to-face intervention and support service provided by a mobile response and stabilization service team that is designed to promptly address a crisis situation; with young people, under the age of 21, who are experiencing emotional symptoms, behaviors, or traumatic circumstances that have compromised or impacted their ability to function within their family, living situation, school, or community.



# Making a difference in the lives we touch.

**“ I have been a client for 34 years. During that entire time, The Nord Center never closed the door on me; always was there for me. ”**

– David B., Peer Support Specialist

**“ Sometimes the biggest barrier to therapy is one’s own motivation to start therapy. When it comes to starting a new medication for depression or anxiety, worry and self-doubt can easily get in the way, leading a new prescription not being picked up. We’ve been making follow-up calls to clients with prescriptions that sit in our will-call for over a week. This is a good time for us to answer any questions they might have about the medication or to problem-solve the logistics of how to get the medication to them. As a result of this follow-up, on average we see roughly 96% of prescriptions make it to the client. ”**

– Jesse McDonald, PharmD, RPh  
Director of Pharmacy

**“ What I would want people to know about therapy is that it’s not a magical fix-all, it’s definitely a step-by-step process of trial and error. Not everything is going to work for one person because everyone is different. As a client you have to put in just as much effort as your therapist. They’re giving you the tools you need, but you have to figure out how to use them. I think therapy definitely opened my eyes to a lot of different perspectives of my past and how it affected me in the present. It showed me different ways to cope in the future. Try not to compare your healing process to someone else’s. Don’t give up so soon. If you don’t see immediate progress, fight through it because what you’ll get is knowledge, self-awareness, and the strength to overcome new conflicts. I think it’s worth it. ”**

– Client Testimonial: EBB





Serving over  
**1,000**  
case management  
clients

### Adult Behavioral Health

The Nord Center serves over 1,000 clients in our adult case management department. We offer several evidenced-based programs for adults with severe mental illness such as Assertive Community Treatment (ACT), First Episode Psychosis Program (FIRST), and Early Severe Mental Illness Program (ESMI). Each of these forms of treatment is research-based and works to maintain fidelity to a model that is proven to be the most effective for that condition.



Reducing Problem  
Severity by  
**-32%**

### Children's Behavioral Health

To evaluate its children's services, The Nord Center uses a measure called the Ohio Scales. In this protocol, both the clinician and the parent evaluate the severity of the child's problem and the quality of the child's functioning with the goal of decreasing problem severity and improving functioning. For FY 2021, parents' assessments for 84 children were that problem severity decreased by 32% while the children took part in counseling services.



**33,436**  
Hotline Calls

### Crisis Services

In FY 2021 there were a total of 33,436 calls to the 24/7 hotline. These calls resulted in 1,943 crisis assessments performed in the community and 273 admissions to the crisis unit. Of these, 72 were for Substance Use Disorder (SUD) services. SUD services began on 10/23/2020, 4 months into the fiscal year, with 6 SUD beds and 6 mental health beds available in our 12 bed crisis stabilization unit.



**+24%**  
Children Served

### Sexual Assault Services

There was a 24% increase in children served at the Child Advocacy Center from FY 2020 to FY 2021. In FY 2021, 485 children were able to tell their story of abuse or assault at the Children's Advocacy Center through a forensic interview. In FY 2021, 1,696 people were served through Sexual Assault Services



**21,537**  
Nights of Shelter

### Residential Services

In FY 2021, The Nord Center provided a total of 21,537 nights of shelter to our residential clients.



# Our Numbers 2021

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The Nord Center's revenue is principally driven by fee for service. That is, The Nord Center functions much like a provider of physical medicine, billing for services to our clients as they are delivered. Many of The Nord Center's clients have Medicaid as their insurer. We are grateful for the support of the Mental Health Levy which allows the Mental Health, Alcohol & Drug Addiction Services Board to provide support for County residents who do not have insurance. The Nord Center's operations are enhanced by the support of many individuals, foundations and grants that provide the opportunity to innovate and continuously improve the services we provide. We are often moved by the expressions of support that accompany these gifts.

In 2019 The Nord Center launched a "closed-door" pharmacy that is able to serve only our clients and employees. Given some of the barriers to transportation in Lorain County, our clients have found that being able to get prescriptions filled on site has been beneficial. In addition, our pharmacy team works to support clients' adherence to their medication routine which is often crucial in the successful management of mental illness.

Personnel expense represents the lion's share of our budget reflecting the importance of the compassionate care that is delivered by our staff. The Nord Center generally has administrative expenses well below industry averages at around 8%.

Our organization continues to evolve to provide state of the art care supported by state-of-the-art technology, making it easy for our clients to see pertinent information and communicate with their treatment team. While our budget has grown over the years, we continue to treat people as the unique individuals they are, helping them to live their best lives.

## Total Support And Revenue

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Mental Health, Addiction and Recovery Services Board of Lorain County	\$8,306,405
Medicaid	\$6,687,292
Federal Title XX	\$267,357
Medicare and other private insurance	\$806,720
Direct fees	\$513,598
Grants and contributions	\$1,480,258
Pharmacy	\$8,476,609
Other	\$710,762
<b>TOTAL</b>	<b>\$27,249,001</b>

## Expenses

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Personnel	\$15,084,760
Client care	\$1,521,010
Occupancy	\$764,755
General operating	\$1,121,413
Contract services	\$590,390
Cost of goods sold (pharmacy)	\$7,529,147
Depreciation	\$4,320
Bad debts	\$40,000
<b>TOTAL</b>	<b>\$26,655,795</b>

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Changes in net assets	\$593,206.00
Net assets, beginning	(\$319,213.00)
Net assets, ending	\$273,993.00

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# Thank You To Our Donors

## Individual Donors

Matthew Ahn  
Cynthia Andrews  
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Lea B. Arcuri  
Mike Bass  
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Molly Bondellio  
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MHARS Board of Lorain County  
The Mission Endowment Fund of Christ Church  
Negro Business and Professional Women - Youth Club  
Nordson Corporation Foundation  
Northern Institute of Cosmetology  
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One Eighty  
Oswald Companies  
The Progressive Insurance Foundation  
Ridge Tool Company  
Romeo's Pizza  
St Peter Church  
Ulmer & Berne LLP

## Gifts in Memory

*In Memory of*  
**Jeanette Crystal Brown**  
Jon Souders

*In Memory of*  
**Mark L. Garcia**  
Geraldine L. Berry  
Carol Garcia

*In Memory of*  
**Aaron J. Hruz**  
Donna Hruz

*In Memory of*  
**Thomas H. Krosky**  
Craig Hofer  
Robert Krosky

*In Memory of*  
**Matthew Todd Lilly**  
Lawrence Radke

*In Memory of* **Connie Love**  
Mark Jaffee

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**Jason Lee Mullner**  
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Linda Z. Turley  
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**Ms. Julia Ruiz**  
Greta S. Robertson

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Marilyn Berg  
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Brenda K. Lett  
Carl J. Mack  
Lois D. Thompson  
Angela Walker

*In Memory of*  
**Helen Stankiewicz**  
Deborah B. Miaczynski

## Vision

To be recognized as the premier behavioral health and advocacy provider who clearly makes a difference in our community's health.

## Mission Statement

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

## Our Values

We will respect each other as peers, communicate transparently, and cultivate an environment of teamwork and professional growth.

We will welcome all those we serve and empower them to actively participate in their treatment and recovery with enduring hope.

We will offer our knowledge and collaborate within our community to advance causes that align with our mission and strategic vision.





**The Nord Center - Lorain**

6140 South Broadway  
Lorain, OH 44053  
Phone: 440.233.7232  
1.866.888.NORD (6673)

**The Nord Center - Sheffield Counseling**

5425 Detroit Road,  
Sheffield, OH 44054  
Phone: 440.233.7232  
1.866.888.NORD (6673)

**The Nord Center - Norwalk**

257 Benedict Avenue, Building B  
Norwalk OH 44857  
Hours 24/7 by appointment  
Sexual Assault Services Hotline: 440-204-4359

**The Nord Center - Harm Reduction Clinic**

3150 Clifton Avenue  
Lorain OH 44055  
440-204-4318

**Bridge Point Commons**

338 East Bridge Street  
Elyria, OH 44035



The Nord Center provides industry-leading behavioral health programs, prevention, education and client advocacy that focuses on individual recovery and well-being. We focus on creating positive outcomes that lead to healthier lives and a stronger community.

