

recovery is ahead



2009 ANNUAL REPORT



The Nord Center

Comprehensive Behavioral Healthcare

opening the door to hope & health



The Nord Center
Comprehensive Behavioral Healthcare

A Letter to the Community

The Nord Center is a wonderful organization with a history of service to the residents of Lorain County since 1947. It is both a privilege and honor to provide the leadership to The Nord Center as its Board President and the President and Chief Executive Officer.

There is nothing more important nor of greater singular focus than our attention to providing excellent quality care to each individual that we serve. Our commitment to quality is embodied in three core values: to provide care with the highest standards of competency, to be accountable for that care, and to practice integrity in each and every interaction we have with those we serve.

Our special message for those challenged with severe and persistent behavioral health concerns is that “recovery is ahead” and the future holds hope and health for your personal recovery.

This annual report is also a time to recognize and thank all Nord Center associates who create the Nord Center experience and to those many community members who support our mission. Thank you!

William D. Bierie
President & CEO

Joel Krueck
Board President

Mission Statement

The Nord Center provides comprehensive, behavioral healthcare services that are culturally competent and evidenced-based, and that promote recovery, dignity, and well being for our clients, their families and the community we serve.

Organization Description

The Nord Center is an approximately \$18 million 501 (c) (3) non-profit community behavioral health organization serving over 8,000 consumers per year. Incorporated in 1947, The Nord Center is the principal provider of behavioral healthcare services in Lorain County, Ohio.

competency
accountability
integrity

Baldrige National Quality Program

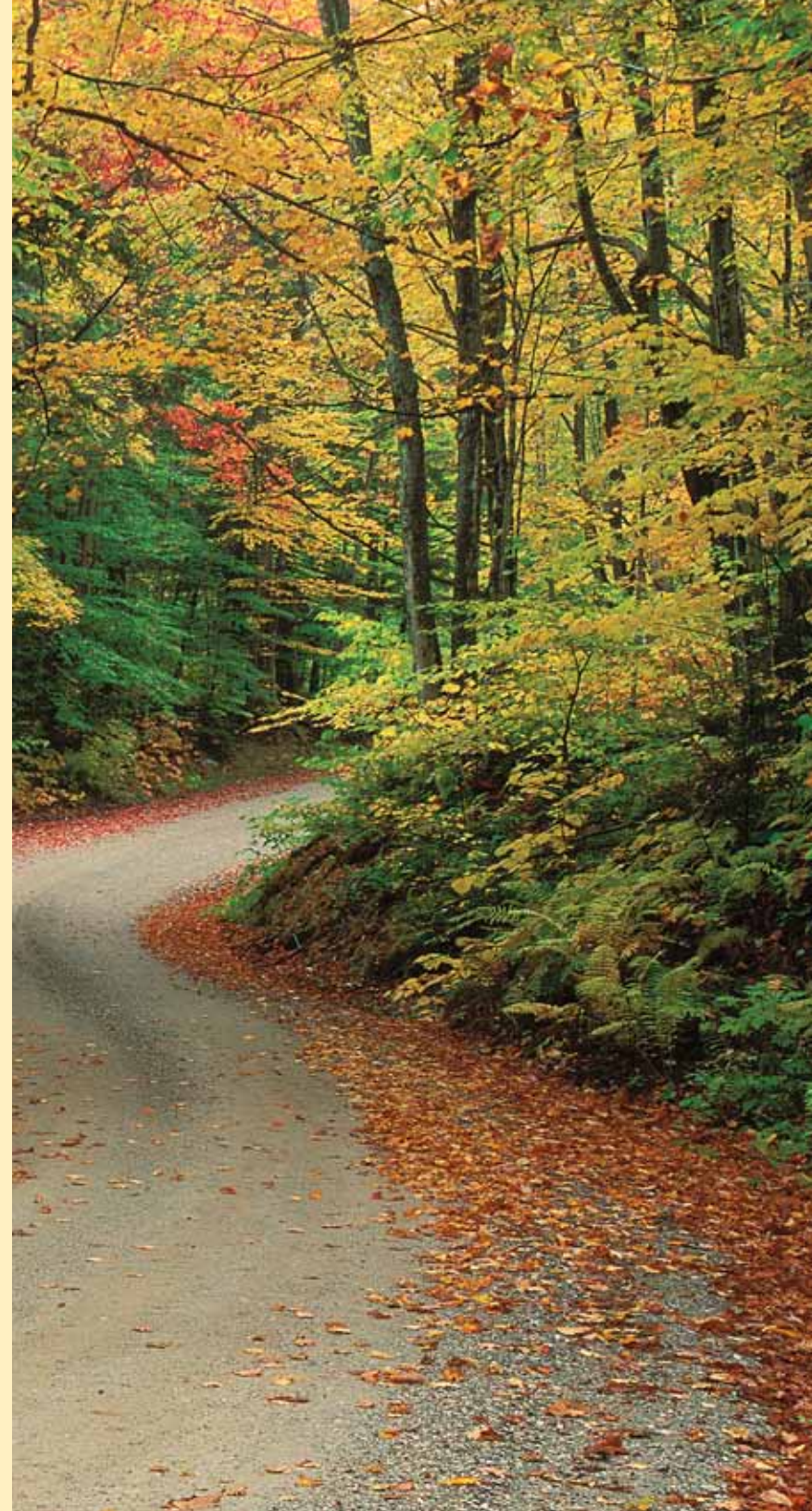
Managed by the National Institute of Standards and Technology (NIST) the Baldrige Program promotes innovation, industrial competitiveness through measurement science, standards and technology. The Baldrige Health Care Criteria for Performance Excellence are embodied in seven categories:

- Leadership
- Strategic Planning
- Customer Focus
- Measurement, Analysis, and Knowledge Management
- Workforce Focus
- Process Management
- Results

The Nord Center has adopted the Baldrige Program as its management and organizational best practice and is a member of the Ohio Partnership for Excellence, Ohio's statewide organization which promotes the Baldrige Program among other organizations across Ohio in our "Quest for Excellence." The Nord Center received the Ohio Partnership for Excellence 2009 Pioneer Award in its implementation practices of the Baldrige Program.



(left to right) Amy Denger - Associate Executive Director, William Bierie - President/CEO, Nancy Ostrander - Vice President and Chief Human Resources Officer and Diane Taylor - Director of Residential Services proudly displaying the Ohio Partnership for Excellence 2009 Pioneer Award.



services & programs provided

Programs for Persons with Severe and Persistent Mental Illness

Africentric Services
 Bilingual/Hispanic Services
 Central Pharmacy/Patient Assistance Program
 Community Psychiatric Supportive Treatment
 Community Residential Support Services
 Diagnostic Assessment
 Integrated Dual Disorder Treatment (IDDT)
 Older Adult Services
 Partial Hospitalization
 Psychiatric Evaluation
 Pharmacological Management
 Substance Abusing Mentally III Services (SAMI)
 Supported Employment
 Vocational Skills Training
 Wellness, Management and Recovery
 Cluster-Based Planning Alliance

Counseling Services

Children & Adolescent Services
 Consumer and Community Education and Support Services
 Community Consultation
 Diagnostic Assessment
 Dialectical Behavior Therapy
 Employee Assistance Program
 Family Violence Program
 Individual and Group Counseling and Therapy Services
 Kidz First Children's Advocacy Center
 Linkages Forensic Counseling
 Lorain County Rape Crisis
 Older Adult Counseling Services
 Sexual Assault Care Unit of Lorain County

Addiction Services

Assessment
 Aftercare
 Individual Counseling (Adults and Adolescents)
 Intensive Outpatient Program
 Juvenile Drug Court
 Suboxone Replacement Therapy
 Pre-Treatment Group

Residential Services

Adult Group Homes and Scattered Sites
 Housing Service Program of Lorain County
 Lakeview Supportive Services Program
 Men's Gateway Residence
 Shelter Plus Care Program
 Women's MICA

Service	Units/Hours
Pharmacological Services	16,349
Mental Health Assessment	6,140
Behavioral Health Individual Counseling	22,239
Behavioral Health Group Counseling	2,991
Crisis Intervention	9,249
Partial Hospitalization	4,853
PASARR/OBBR Assessment	32
CPST-Individual	47,344
CPST-Group	6,513
Forensic Evaluation	232
Consultation	516
Education	24
Prevention	134
Peer Support	13,502
Total Hours Face to Face Service	130,116
H-Hotline	8,760
Crisis Care Bed	3,405
Residential Support-Group Home	22,822
Community Residence	3,394
Total Number of Beds used for Mental Health Purposes	29,621

Emergency Services

Crisis Hotline
 Crisis Emergency Evaluation
 Crisis Stabilization Services

Other

Edible Delights (catering services)
 Transportation Services

Cultural Diversity

The Nord Center, aware of the rich diversity of our community's culture and lifestyles, has developed customized services that are sensitive to various cultural needs and provides the highest quality of care to clients from culturally and linguistically diverse backgrounds.

Africentric Services:

The Africentric Team is comprised of professionals whose desire is to enhance the lifestyle of African American consumers by focusing on the importance of a shared history, common culture and family values. The Africentric Team utilizes Nguzo-Sabo as its treatment model and basis for the personal recovery of families.

Bilingual Services:

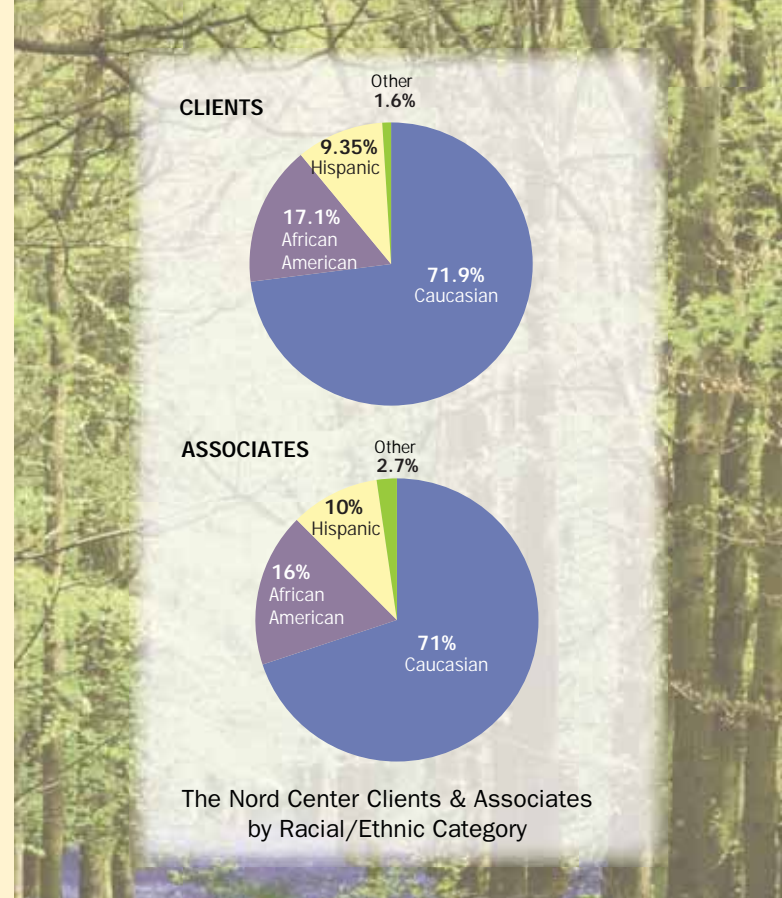
The Bilingual Team of professionals are fluent in Spanish and knowledgeable of cultural issues that impact assessment and treatment for Hispanic/Latino consumers and their families. Active case management is a major focus of the Team with outreach and support taking place in a variety of community locations, including in the home. NAMI Ohio recognized The Nord Center's Bilingual Team for Excellence in Multicultural Outreach in 2009.

Older Adult Services:

Older Adult Service professionals promptly, appropriately, and compassionately respond to the unique needs of older adults by providing: assessments to identify issues related to depression, anxiety and dementia; case management with the goal of helping individuals to continue living independently and safely in the community; and counseling to help with a wide spectrum of problems.

Child and Adolescent Services:

Child and Adolescent Services are designed to meet the behavioral health needs of school-aged children and adolescents in our community. By utilizing a strengths-based, age appropriate approach and evidenced based treatment interventions, behavioral problems can be abated so that children and adolescents can realize their full potential.



The Nord Center Clients & Associates by Racial/Ethnic Category





EVIDENCED-BASED AND EMERGING BEST PRACTICES

The Nord Center's purpose is to provide effective, efficient and sufficient behavioral healthcare services for the community and is the reason for adopting the following proven practices in addictions and mental health services:

Ohio Cluster Based Planning Alliance

The Alliance is a joint initiative of Synthesis, Inc. and The Ohio Council of Behavioral Health and Family Services Providers. The Center, as part of the Alliance, promotes the utilization of best and evidenced-based practices for adults with severe mental disabilities. Cluster-Based Planning is used to share practice experiences that can form the basis for best practice and evidence-based service models; identification and assessment of meaningful recovery outcomes, continuous quality improvement, better understanding and management of service costs, staff recruitment, retention, training and development and management of clinical and organizational outcomes.

The Nord Center has 160 trained, licensed therapist treating 2,500 adult clients.

Wellness Management and Recovery

The goal of the Wellness Management and Recovery program is to promote good health and recovery from mental illness by teaching skills that empower individuals to: identify and achieve personal goals; develop informed, collaborative approaches to selecting and managing effective treatment; and achieve an overall healthier lifestyle.

The Nord Center has eight trained, licensed therapist treating 107 clients.

Supported Employment Services (SE)

Career Corridors helps people with mental illness find competitive jobs in our community through rapid job search, placement and retention services. Seven principles make SE different from traditional vocational programs. These principles include: zero exclusion policy, consumer preferences are important, rapid job search, a competitive job is the goal, employment is integrated with mental health services, and time unlimited support.

Career Corridor has 42 trained, licensed clinicians treating approximately 181 clients.

Dialectical Behavioral Therapy (DBT)

DBT is an approach which has been shown to be effective in helping adolescents and their families cope with complex and difficult problems in life. DBT combines standard cognitive-behavioral techniques for emotion regulation and reality-testing with concepts of mindful awareness, distress tolerance, and acceptance.

The Nord Center has 10 trained, licensed therapist treating approximately 23 clients.

Integrated Dual Diagnosis Treatment Model (IDDT)

IDDT improves the quality of life for people with co-occurring severe mental and substance use disorders by combining substance abuse services with mental health services. IDDT helps people address both disorders at the same time, in the same service organization by the same team of treatment providers.

The Substance Abuse and Mental Illness Team has 66 trained, licensed clinicians treating 312 clients.

Trauma Focused Cognitive Behavioral Therapy for Children and Adolescents (TF-CBT)

TF-CBT is a program shown to help children, adolescents and their caretakers overcome trauma-related difficulties. It is designed to reduce negative emotional and behavioral responses following very difficult or frightening events.

The Nord Center has eight trained, licensed therapist treating 36 children and adolescents.

Evidenced-Based School Prevention Groups

The Thinking, Feeling and Behaving Curriculum and The Sparks Curriculum help children and adolescents learn how to develop strength, courage, confidence, honesty, and communication skills. These evidenced-based prevention groups are offered to four public schools in Elyria and one in Lorain. These schools include three elementary, one junior high and one high school.

The Nord Center has three trained, licensed clinicians providing support to groups with approximately 36 children and adolescents.



STATEMENT OF FINANCIAL POSITION - JUNE 30, 2009

ASSETS:

Cash and cash equivalents	\$ 454,794
Accounts receivable, net	3,003,239
Accounts receivable, related parties	17,291
Promises to give	94,672
Prepaid expenses	<u>172,564</u>
 Total current assets	 <u>3,742,560</u>

BUILDING AND EQUIPMENT:

Building and improvements	128,232
Equipment	<u>25,742</u>
	153,974
Less accumulated depreciation	<u>41,170</u>
	<u>112,804</u>

INVESTMENTS HELD IN TRUST:

Temporarily restricted	41,768
Permanently restricted	<u>46,282</u>
	<u>88,050</u>

OTHER ASSETS:

Deposits	4,208
Payroll conversion advance	<u>222</u>
	<u>4,430</u>

\$ 3,947,844

LIABILITIES AND NET ASSETS

LIABILITIES:

Accounts payable, trade	\$ 437,961
Accrued payroll and related liabilities	588,842
Accrued vacation	440,954
Notes payable, related parties, current portion	180,227
Deferred revenue	68,955
Deferred compensation	<u>2,756</u>

Total current liabilities 1,719,695

Accounts payable, related party	111,373
Notes payable, related parties, net of current portion	691,401
Medicaid contingency	<u>81,430</u>

Total liabilities 2,603,899

NET ASSETS:

Unrestricted	1,161,223
Temporarily restricted	136,440
Permanently restricted	<u>46,282</u>

Total net assets 1,343,945

\$ 3,947,844

STATEMENT OF ACTIVITIES YEAR ENDED JUNE 30, 2009

	<u>UNRESTRICTED</u>	<u>TEMPORARILY RESTRICTED</u>	<u>PERMANENTLY RESTRICTED</u>	<u>TOTAL</u>
SUPPORT AND REVENUE:				
Fees:				
Lorain County Board of Mental Health	\$ 9,405,938			\$ 9,405,938
Lorain County Drug and Alcohol Board	346,305			346,305
Medicaid	6,063,834			6,063,834
Federal Title XX	191,433			191,433
Medicare and other private insurance	378,990			378,990
Direct fees	501,922			501,922
Other state funding	203,097			203,097
Grants and contributions	545,690	\$ 94,672		640,362
Other	321,756	(18,799)	\$ (20,834)	282,123
Net assets released from restrictions	<u>95,334</u>	<u>(95,334)</u>		
Total support and revenue	<u>18,054,299</u>	<u>(19,461)</u>	<u>(20,834)</u>	<u>18,014,004</u>
Expenses:				
Personnel	13,757,848			13,757,848
Client care	1,945,990			1,945,990
Occupancy	831,699			831,699
General operating	786,423			786,423
Maintenance of facility	92,894			92,894
Contract services	467,416			467,416
Depreciation	6,238			6,238
Bad debts	<u>181,549</u>			<u>181,549</u>
	<u>18,070,057</u>			<u>18,070,057</u>
Decrease in net assets	(15,758)	(19,461)	(20,834)	(56,053)
Net assets, beginning	<u>1,176,981</u>	<u>155,901</u>	<u>67,116</u>	<u>1,399,998</u>
Net assets, ending	<u><u>\$ 1,161,223</u></u>	<u><u>\$ 136,440</u></u>	<u><u>\$ 46,282</u></u>	<u><u>\$ 1,343,945</u></u>



donors

Nord Center Donors

July 1, 2008 – June 30, 2009

Individual donors

Tom Albert
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David Ashenhurst
Alma Jo Bentz-Benard
Clint Betleski
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Rhonda Velez
Joyce Wasela
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John White
Helen Woodward

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Amherst FOP Lodge #122
Angelica Textiles
Business Voice
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CGI Group Benefits
Citi News
DataCore Consulting LLC
Deluca's Place in the Park
Dollar Bank
ESAB Welding & Cutting Products
FirstMerit Bank
Fligner's Catering
Governmental Underwriters of
America, Inc.
Independence Business Supply
LakeScreen Printing
Lorain City Schools
Lorain Metropolitan Housing
Authority
Massotherapy Arts Center
Medical Mutual of Ohio

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MS Precision Automotive, Inc.
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Nordson Corporation
Plancorp, Inc. - David Leszcz
Principal Financial Group
Purlygirl Knits
Sprint
Stocker Center for the Arts
TEVA Pharmaceuticals
U.S. FoodService
Wickens, Herzer, Panza, Cook &
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Funders

Alcohol and Drug Addiction
Services Board of Lorain County
Community Foundation of
Lorain County
Lorain County Board of
Mental Health
Lorain County Children and
Family Council
Lorain County Department of
Job and Family Services
National Alliance on Mental
Illness Ohio
National Children's Alliance
Office of the Attorney General
Ohio Department of Development
Ohio Department of Transportation
Ohio Housing Finance Agency
The Nord Family Foundation
The Stocker Foundation
United Way of Greater Lorain
County

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First Place Bank

VICE PRESIDENT

Stephen Chozinski
Lorain County Children
Services

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Premier Physicians Centers, Inc.

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Julia B. Ecker, Inc., CPA

Delbert L. Lancaster
United Church of Christ

Barbara Miller
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Julia B. Ecker, Inc., CPA

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NAMI Lorain County

Jane S. Spiegelberg, Ph.D.
Wellness Management &
Recovery CCOE

**Charlotte Wray, MSN, RN-C,
MBA, NE-BC**
EMH Regional Healthcare
System

Fred Wright
Lorain County Urban League





The NordCenter

Comprehensive Behavioral Healthcare

THE NORD CENTER IS CERTIFIED BY:
The Ohio Department of Mental Health
The Ohio Department of Alcohol and Drug Addiction Services
The Ohio Department of Health
Commission on Accreditation for Rehabilitation Facilities



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

Elyria Counseling Office
992 North Abbe Road
Elyria, OH 44035
Phone: 440.366.5262

**Residential Services/
Housing Services Program**
3150 Clifton Avenue
Lorain, OH 44055
Phone: 440.233.7232

Vocational Services
3150 Clifton Avenue
Lorain, OH 44055
Phone: 440.204.4339

**Emergency Stabilization
Rape Crisis Services**
Emergency Crisis Line
1.800.888.6161
(24 hrs a day, 7 days a week)

Emergency Hotline: 1.800.888.6161
www.nordcenter.org
www.networkofcare.org