2014 - 2015 ANNUAL REPORT

recovery is ahead

The Nord Center
Comprehensive Behavioral Healthcare

Lorain County’s Leader in Mental Health Services Since 1947
We are often asked, “What exactly does The Nord Center do?” That is a fair question because The Nord Center provides an array of services that are not always directly related. Typically people will recognize The Nord Center by a program that has touched the life of someone they know, but aren’t familiar with everything else we do.

Realizing the dreams of Walter G. Nord, The Nord Center provides effectual mental health services for residents of Lorain County. By operating as one of the most comprehensive behavioral healthcare services in Northeast Ohio, we help people from all age groups, races, ethnicities and socio-economic backgrounds overcome their struggles, reach their full potential and become productive members of the community.

Everyone faces their own unique struggles and needs clear, compassionate support to get back on their feet. Personal recovery from mental illness, trauma, addiction, and physical illness requires focus, hard work, creativity, and abiding hope. In this report you will learn more about the programs and services we have developed in the past two years to better help those we serve.

Going forward, we will continue to actively pursue new, innovative ideas and partnerships to position us to best help, serve and strengthen our communities. The Nord Center is committed to meeting these challenges and acting on opportunities as they arise.

You make all of this possible. Your contribution, whether you are a donor, volunteer, partner, board member or advisory board member, helps us provide the needed support and resources to maintain hope. We also have an exceptional group of over 250 employees who are wholeheartedly committed to their clients and communities. And last, but not least, we would be remiss if we didn’t acknowledge our clients for trusting us to assist them with their journeys of recovery. We are proud to have been a part of their story and continue to be inspired by their strength and resilience.

A heartfelt thank you to all!

Amy Denger
Chief Executive Officer
& Chief Operating Officer

Charles Baumgartner
Interim Board President
Welcome to The Nord Center

The Nord Center, founded in 1947, is a private non-profit organization serving the mental health needs of Lorain County residents. Often referred to as a health and human service provider, The Nord Center is governed by a citizen board whose membership is comprised of community residents like you and your neighbors. Ours is a tradition of professional excellence in quality care and responsiveness in providing services needed by our community.

The Nord Center’s clinical services are certified by the Ohio Department of Mental Health & Addiction Services and CARF, the Commission on the Accreditation of Rehabilitation Facilities.

The Nord Center’s funding comes primarily from fees received for providing service to consumers. Much of this funding is through the Lorain County Board of Mental Health. A portion of these funds is from the Mental Health Levy. Other funding sources include Medicaid, the Office of the Ohio Attorney General, private insurance, foundation grants and donations.

The Nord Center is a branch of the Mental Health Network, a group of provider organizations that contract with the Lorain County Board of Mental Health to service the mental health needs of the community.

Who We Serve

The Nord Center serves more than 7,895 clients and their families each year. Persons served include individuals across the age spectrum, from age 6 to older adult, in the greater Lorain County area. The Nord Center also prides itself in offering culturally-specific services to bilingual and African-American consumers.

Vision Statement

To be the best and do the best for our patients and our community — to excel.

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.

Core Values

The Nord Center’s core values are to provide care with the highest level of compassion, to be accountable for that care, and to practice integrity in each and every interaction we have with those we serve.

Organization Description

The Nord Center is an approximately $14.4 million 501 (c) (3) non-profit community behavioral health organization serving over 7,895 consumers per year. Incorporated in 1947 The Nord Center is the principal provider of behavioral healthcare services in Lorain County, Ohio.
What Does The Nord Center Do?

- Employment and Vocational Services
- Loss (Local Outreach to Suicide Survivors) Team
- Counseling for Adults, Adolescents and Children
- Addiction and Recovery
- Homelessness Prevention
- Supportive Housing
- Dual Diagnosis Services (substance abuse and mental illness)
- Psychiatry and Medication Management
- Case Management Community Support
- On-Site Pharmacy
- 24 hour Emergency and Crisis Services
- Sexual Assault Services for Adults and Children: Crisis Services, Evidence Collection, and Long-term Support
The Nord Center provides hope and healing to thousands of Lorain County children, teens and adults struggling with mental illness, depression, anxiety, addiction and other mental health disorders each year. We appreciate our clients and the trust they put in our agency. Here is what some of them have told us about their experiences with The Nord Center:

“"The Nord Center has been in my life since I was a teenager. Having been abused as a child and being an alcoholic has kept my life in turmoil ... The Nord Center staff has given me the tools I have needed to overcome my depression and alcoholism at the time in my life when I needed help the most. I am not as afraid of life and I don’t have to walk in fear as I used to. I would recommend The Nord Center to people who suffer from a dual diagnosis as I do, for it may save their life.” — Brenda B.

“Because of The Nord Center’s help, I have overcome tremendous fear of daily human activities. I have also pursued a hobby that involves public acceptance. Thanks much.” — CB

“Your services are very helpful to me because I have been very depressed, have had a lot of anxiety, bi-polar and panic attacks and have also had a lot of trouble sleeping. Thank you for your help.” — DS

“I don’t know what I would do without The Nord Center. It’s been a very BIG part of my life. Thank you for all your help.” — KB

“This is in regard to the care and compassion that has been shown to my brother and sister for close to 30 years. The Nord Center has provided excellent, clinically sound, and compassionate care which continues to identify it as one of the best Mental/Behavioral Health Centers in the state. The Nord Center, through its dedicated and caring staff, has assisted my loved ones to advance well into their 70’s while given the morbidity and mortality of the severely mentally disabled, along with the growing medical issues of the aging, this could not have been accomplished without solid clinical skills, strong intervention, immediate assessments, and total comprehensive care. Not only has The Nord Center provided a complete service delivery, they have also provided a caring family to my loved ones. The mental health profession is somewhat of a “thankless” profession and at this time, I would like to say “thank you.” — Pat D
Pharmacy - In an effort to help clients overcome barriers to filling their prescriptions, The Nord Center opened a non-retail, closed-door pharmacy (open only to Nord Center clients and staff) in the fall of 2014. In addition to the convenience of an on-site pharmacy, clients benefit from coordinated treatment and education about possible side effects and potential medication interactions. Clients may fill all prescriptions at the pharmacy - not just those for psychiatric drugs. In addition, e-prescribing services and home-delivery are available for approved medication, as well as personalized packaging of pills to help ensure medication adherence for those taking multiple medications.

Book Nook - The Nord Center’s Book Nook, located on the first floor of the South Broadway location, opened in the summer of 2015. Created by a team from Leadership Lorain County’s internship program, The Book Nook is a readily accessible mini library available for clients and their families, as well as staff. Visitors are encouraged to borrow a book, read a book, or take a book home to keep. A wide variety of books are available – everything from best-sellers to children’s books; cook books to self-help books. The Book Nook has been so well received that we have gone on to open an annex on the second floor and one at our Sheffield Village location.

Meaningful Use Improvements - The Nord Center has partnered with CliniSync for delivery of a health information integration system that allows other healthcare institutions to share information such as lab results with The Nord Center and have that information delivered directly into the patients’ electronic medical records. This allows for a more seamless integration of care among treatment team members. In addition, during the last year The Nord Center has developed the capacity to send HIPAA compliant email appointment reminders to clients.

LOSS (Local Outreach to Suicide Survivors) Team – The Nord Center launched the Lorain County LOSS Team, a program providing support, guidance and hope to suicide survivors – those family and friends who have been affected by the death of a loved one by suicide. Based on a national program, each LOSS team consists of two to three responders, including survivors of suicide, clinicians, clergy and other caring individuals. Once dispatched, the team members meet and travel together to the scene of the suicide, providing immediate assistance to help survivors cope with the trauma of their loss. The team works in conjunction with local law enforcement to provide this vital support. Funding for this program is provided by the Lorain County Board of Mental Health.

Suicide Support Group – In conjunction with the Lorain County Board of Mental Health, The Nord Center launched a bi-monthly Survivors of Suicide Support Group in 2015. The group meets the second and fourth Mondays of each month at the Elyria Public Library, providing a healing resource for those grieving over the loss of a loved one by suicide.

Walking Path Enhancements - The Nord Center was able to add a border of Colorado Spruce trees at the southern edge of the property to create a windscreen and a more visually appealing border to the walking path. In addition a variety of daffodil bulbs were planted by The Nord Center’s Gardening Committee that will bring a color to the beds around the walking path in the spring. A dry riverbed was also created, adding visual appeal and interest.
### by the numbers

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of clients served</td>
<td>7,895</td>
</tr>
<tr>
<td>Clients using our in-house pharmacy</td>
<td>1,355</td>
</tr>
<tr>
<td>Number of prescriptions filled</td>
<td>22,557</td>
</tr>
<tr>
<td>Number of clients housed in The Nord Center’s residential programs</td>
<td>143</td>
</tr>
<tr>
<td>Number of clients receiving sexual assault crisis counseling</td>
<td>1,668</td>
</tr>
<tr>
<td>Number of active child cases receiving counseling, psychiatry and case management</td>
<td>524</td>
</tr>
<tr>
<td>Total number of adult sexual assault victims served</td>
<td>196</td>
</tr>
<tr>
<td>Number of child sexual abuse victims served</td>
<td>331</td>
</tr>
<tr>
<td>Number of Hotline calls that resulted in our mobile crisis unit being deployed</td>
<td>2,426</td>
</tr>
<tr>
<td>Number of Hotline calls that required immediate intervention because of risk of harm to the caller or others</td>
<td>341</td>
</tr>
<tr>
<td>Number of Hotline calls</td>
<td></td>
</tr>
<tr>
<td>Total number of clients served</td>
<td></td>
</tr>
<tr>
<td>Number of clients served</td>
<td></td>
</tr>
<tr>
<td>Number of prescriptions filled</td>
<td></td>
</tr>
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<td></td>
</tr>
<tr>
<td>Number of Hotline calls that required immediate intervention because of risk of harm to the caller or others</td>
<td></td>
</tr>
</tbody>
</table>

*Figures reflect a one year period unless stated otherwise.*
Underneath Sammy’s unassuming and gentle demeanor is a core of steely resolve. He sums up his life philosophy as “Your mind and your body will take you to your destination.” He says that when he used to pass The Nord Center when he was 15 or 16 he didn’t know what it was. Sammy used to work with his dad moving furniture and doing recycling. By age 18 Sammy’s dad had brought him in for treatment. Sammy is now 56 and has been receiving services since then. Sammy lives independently in the community, holds a part-time job and gets to various appointments. As he puts it, “I have been supporting myself and taking care of things.”

Sammy says that he has felt uncomfortable at points. He had headaches and heard voices which were loud and overwhelming. His symptoms precipitated more than one uncomfortable encounter with police. Now Sammy receives injections of medication a couple of times per month at The Nord Center. He appreciates the nurses who work with him. Sammy says that the medication helps him to see things more clearly. He works two days per week at Marc’s where among other things he gathers shopping carts and guides them back into the store—not an easy task.

Sammy likes music, in particular percussion. He used to aspire to a career in music but now sees that as more of a hobby. He has a stereo and notes that music doesn’t have to be turned up loud for him to enjoy it. Sammy also has a driver’s license and loves cars. He wouldn’t mind having one if he could. He likes sports: basketball, football and baseball—in that order.

Family is important to Sammy. He says that his parents were lovely people. His dad drove a truck and his mom worked in her own grocery store. Sammy also has a brother and a sister whom he still sees regularly.

Sammy’s persistence in the face of challenges is clear from talking with him. No pain no gain is one of his mottos. He was injured on the job and only later sought help for the injury. He has considered going back to school to get his GED.

Despite his ability to live on his own and take care of things, Sammy says that he is more comfortable with having a Nord Center case manager so that when he knows that something is wrong he can ask for help. Sammy’s current goal is working towards having a car. His timeframe for this process? “It doesn’t matter how long it takes.”

DISCLAIMER: Names have been changed to protect the family’s privacy.
## STATEMENT OF FINANCIAL POSITION

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>6/30/15</th>
<th>6/30/14</th>
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</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>$666,904</td>
<td>$470,803</td>
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<tr>
<td>Accounts receivable, net</td>
<td>1,648,091</td>
<td>1,748,551</td>
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<tr>
<td>Accounts receivable, related parties</td>
<td>47,814</td>
<td>47,814</td>
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<tr>
<td>Inventory</td>
<td>77,581</td>
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<tr>
<td>Promises to give</td>
<td>–</td>
<td>33,890</td>
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<tr>
<td>Prepaid expenses</td>
<td>59,930</td>
<td>182,154</td>
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<td><strong>Total current assets</strong></td>
<td><strong>2,500,320</strong></td>
<td><strong>2,483,213</strong></td>
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<tr>
<td>Building and equipment:</td>
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<td></td>
</tr>
<tr>
<td>Building and improvements</td>
<td>135,338</td>
<td>135,338</td>
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<tr>
<td>Equipment</td>
<td>510,268</td>
<td>480,268</td>
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<tr>
<td><strong>Less accumulated depreciation</strong></td>
<td>(533,107)</td>
<td>(479,569)</td>
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<tr>
<td><strong>Construction in Progress</strong></td>
<td>12,727</td>
<td>12,727</td>
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<tr>
<td><strong>Investments held in trust:</strong></td>
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</tr>
<tr>
<td>Temporarily restricted</td>
<td>52,640</td>
<td>55,129</td>
</tr>
<tr>
<td>Permanently restricted</td>
<td>61,398</td>
<td>64,301</td>
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<tr>
<td><strong>Other assets:</strong></td>
<td></td>
<td></td>
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<tr>
<td>Assets limited to use</td>
<td>703,318</td>
<td>882,046</td>
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<tr>
<td>Deposits</td>
<td>–</td>
<td>1,833</td>
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<tr>
<td><strong>Total assets</strong></td>
<td><strong>$3,430,175</strong></td>
<td><strong>$3,635,285</strong></td>
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<table>
<thead>
<tr>
<th>LIABILITIES AND NET ASSETS</th>
<th>6/30/15</th>
<th>6/30/14</th>
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<tr>
<td><strong>Liabilities:</strong></td>
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<tr>
<td>Line of credit</td>
<td>$125,000</td>
<td>$300,000</td>
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<tr>
<td>Accounts payable, trade</td>
<td>311,460</td>
<td>134,338</td>
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<tr>
<td>Accounts payable, related party</td>
<td>–</td>
<td>–</td>
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<tr>
<td>Accrued payroll and related liabilities</td>
<td>425,196</td>
<td>454,160</td>
</tr>
<tr>
<td>Accrued vacation</td>
<td>213,165</td>
<td>279,744</td>
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<tr>
<td>Due to third-party payors</td>
<td>65,686</td>
<td>54,752</td>
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<tr>
<td>Capital lease payable, current portion</td>
<td></td>
<td></td>
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<tr>
<td>Notes payable, related parties, current portion</td>
<td>9,274</td>
<td>8,090</td>
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<tr>
<td>Deferred revenue</td>
<td>8,534</td>
<td>52,463</td>
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<tr>
<td><strong>Other</strong></td>
<td></td>
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<tr>
<td><strong>Total current liabilities</strong></td>
<td><strong>1,158,315</strong></td>
<td><strong>1,283,547</strong></td>
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<tr>
<td>Accounts payable, related party</td>
<td>711,460</td>
<td>709,677</td>
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<tr>
<td>Rent payable, related party</td>
<td>123,786</td>
<td>123,786</td>
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<tr>
<td>Capital lease payable, net of current portion</td>
<td>12,727</td>
<td>12,727</td>
</tr>
<tr>
<td>Notes payable, related parties, net of current portion</td>
<td>531,423</td>
<td>531,423</td>
</tr>
<tr>
<td>Deferred compensation obligation</td>
<td>703,318</td>
<td>882,046</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td><strong>3,111,862</strong></td>
<td><strong>3,406,693</strong></td>
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<tr>
<td><strong>Net assets:</strong></td>
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<tr>
<td>Unrestricted</td>
<td>182,275</td>
<td>75,272</td>
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<tr>
<td>Temporarily restricted</td>
<td>74,640</td>
<td>89,019</td>
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<tr>
<td>Permanently restricted</td>
<td>61,398</td>
<td>64,301</td>
</tr>
<tr>
<td><strong>Total net assets</strong></td>
<td><strong>$318,313</strong></td>
<td><strong>$228,592</strong></td>
</tr>
</tbody>
</table>

## STATEMENT OF ACTIVITIES AND NET ASSETS

### SUPPORT AND REVENUE:

<table>
<thead>
<tr>
<th>6/30/15</th>
<th>6/30/14</th>
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</thead>
<tbody>
<tr>
<td>Fees:</td>
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<tr>
<td>Lorain County Board of Mental Health</td>
<td>5,619,082</td>
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<tr>
<td>Lorain County Drug and Alcohol Board</td>
<td>70,786</td>
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<tr>
<td>Medicaid</td>
<td>5,139,673</td>
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<tr>
<td>Federal Title XX</td>
<td>138,982</td>
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<tr>
<td>Medicare and other private insurance</td>
<td>297,380</td>
</tr>
<tr>
<td>Direct fees</td>
<td>600,415</td>
</tr>
<tr>
<td>Grants and Contributions</td>
<td>593,539</td>
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<tr>
<td>Pharmacy</td>
<td>1,784,259</td>
</tr>
<tr>
<td>Other</td>
<td>110,417</td>
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<tr>
<td><strong>Net Assets released from restrictions</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Total support and revenue</strong></td>
<td><strong>14,354,533</strong></td>
</tr>
</tbody>
</table>

### EXPENSES:

<table>
<thead>
<tr>
<th>6/30/15</th>
<th>6/30/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>8,966,300</td>
</tr>
<tr>
<td>Client care</td>
<td>1,147,303</td>
</tr>
<tr>
<td>Occupancy</td>
<td>834,982</td>
</tr>
<tr>
<td>General operating</td>
<td>652,695</td>
</tr>
<tr>
<td>Contract services</td>
<td>713,709</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>1,571,394</td>
</tr>
<tr>
<td>Depreciation</td>
<td>53,538</td>
</tr>
<tr>
<td>Bad debts</td>
<td>324,891</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>14,264,812</strong></td>
</tr>
</tbody>
</table>

### Increase (Decrease) in net assets:

<table>
<thead>
<tr>
<th>6/30/15</th>
<th>6/30/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net assets, beginning</td>
<td>228,592</td>
</tr>
<tr>
<td><strong>Increase (Decrease) in net assets</strong></td>
<td><strong>$89,721</strong></td>
</tr>
<tr>
<td>Net assets, ending</td>
<td><strong>$318,313</strong></td>
</tr>
</tbody>
</table>
ORGANIZATIONS
Amazon Smile
Ashenhurst Family Fund
B2 Design & Marketing Communications, LLC
The Benevity Community Impact Fund
Buckingham, Doolittle & Burroughs, LLP
Community Foundation of Lorain County
Combined Federal Campaign
Giant Eagle
Great Lakes Computer Corporation
Howard, Wershbale & Co.
Lifecare Ambulance, Inc.
KeyBank Foundation
Kiwi Creative
Lake Erie Crushers
Lake Erie Monsters
Lorain County Board of Mental Health
Lorain County Chamber of Commerce
Lorain County Communicators Group
Lorain County Domestic Relations Court – Juvenile Branch
KeyBank
Lorain Metropolitan Housing Authority
Lorain Rotary Club-Gerald L. Prucha Memorial Fund
Luba’s Blankets
Nord Family Foundation
Nordson Corporation
Oberlin Unitarian Universalist Fellowship
Ohio Children’s Trust Fund
Ohio Office of the Attorney General
Ohio Rehabilitation Services Commission
Petitti Garden Centers
Puska’s Family Flowers
The Rock Pile
Satisfying Sweets
Stein Hospice
Time Warner Business Class
United Way of Greater Lorain County

INDIVIDUALS
Elaine E Abraham
Scott Adams
Anonymous (12)
Nora Augustine
Timothy J. Augustine
Barbara J. Baird
Mike & Barbara Bass
Kevin Beckett
Clinton A. Betleski
Suzanne Betleski
J. Bloodsworth
Sheldon Bloomfield
Patricia A. Breunig
Tricia Marie Bruce
Beth Brutout
Kathy Burns
Barbara Burrill
Maureen K. Byrne
Karen Caikins
Erma Camp
Margaret M. Cawrse
Debra Cihla - Wesleyan Senior Living
Patricia A. Clark
Karen Cohagen
Maribel Colón
Martha A Considine
Anne Cooper
Jane Cornwell
Rosa Cromer
Raymond L. Cushing III
Clare Cygan Young
Suzann Dayka
Kimberly Dickson
Sheryl DiFranco
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Barbara Irish & James A. Rogers
Mark Jaffee
Carmelene A. Januzzi
Joe Januzzi
Jennifer Jumba
Betsey Kamm
Betsy Kimbrough
LaRhonda Kimbrough
Pat Koziol
Mindi Kuebler
Stephanie Levine
Carla Locke
Helen Lyons
Shelley MacDonald
Anthony P. Malorni
Luci Martinez
Dorinda Masters
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Barb Miller
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Alan Reifschneider
Marisol Richards
Leslie Richardson
William Richardson
Judith Rubinstein
Marcia Sarringhaus
Joseph Sbrocco
Pamela J. Schaefer
Amy B. Schechter
Benjamin Schiff
R. Thomas Sherba
Terry S. Shilling Esq.
Leslie Shure
Elizabeth A. Simonsen & Steve Bevan
Sue Wise
Helen Woodward
Charles W. Wright
Jim Ziemnik

MEMORIALS
In Memory of Joanne Feicks
Jennifer Jumba
In Memory of Mary Richardson
Dorinda Masters
In Memory of Delores A. Symons
Maureen Byrne
David & Lois Arnold
In Memory of Delores M. Viglas
Margaret Cawrse
In Memory of Jimmy Walker
Karen Cohagen
Martha Considine
Karen Wilson

We have made every effort to acknowledge those who have supported us. Please report any errors or omissions to 440.204.4185.
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Attorney, Brouse McDowell

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Wesleyan Senior Living

Raymond L. Cushing III
Nordson Corporation

Dorinda Masters
Lorain County Community College
Professor Emeritus
Beginning 2-28-14

Jeffrey A. Neal, D.M.
Murray Ridge Center
Lorain County Board
of Developmental Disabilities
Through 7-27-15

Generosa Lopez-Molina, Ph.D.
Community Representative
Through 9-18-15

Richard Schneider
NOMS Healthcare
Beginning 4-18-14

Christopher W. Sweet
Community Representative
Through 2-28-14

EXECUTIVE MANAGEMENT

Amy Denger, CEO & COO

William Richardson, CFO & CAO

Frank Balcik, Director of Food Services

Lori Berencsi, Director of Billing and Financial Intake

Anna Colwell, Director of Supported Employment

Rhonda Conway, Coordinator of Quality Assurance

Franca Curci-Winiasz, Clients Rights Officer

Amanda Divis, Coordinator of Child & Adolescent Services

Dorena Gilchrist, Director of Emergency Stabilization Services

Roseann Harper, Coordinator of Partial Hospitalization

Jack Holt, Director of Information Services

Ahmed Hossam Ibrahim, Pharmacist

Judy Hyde, Director of CPST Services

Rebecca Jones, Director of Intake and Counseling

Betsey Kamm, Director of Institutional Advancement

Melissa Mack, Coordinator of Intake Services

Kathryn Maimone, Coordinator of Clinical Services

Rebecca Opel, Sexual Assault Services Coordinator

Michael Rivera, Facilities and Maintenance Manager

Jessica Sawyer, Director of Human Resources

Walter Schmitz, Coordinator of Residential Services

Sharon Thornton, Coordinator of Clinical Services, Africancentric & SAMI

Joyce Wasela, Senior Executive Assistant
THE NORD CENTER IS CERTIFIED/ACCREDITED BY:

The Ohio Department of Mental Health & Addiction Services
CARF (The Commission on Accreditation of Rehabilitation Facilities)

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

Sheffield Village Counseling Office
5338 Meadow Lane Court
Sheffield Village, OH 44035
Phone: (440) 366-5262

Residential Services/
Housing Services Program
3150 Clifton Avenue
Lorain, OH 44055
Direct: (440) 204-4339
Main: (440) 233-7232

Vocational Services
3150 Clifton Avenue
Lorain, OH 44055
Direct: (440) 204-4339
Main: (440) 233-7232

24/7 Emergency Crisis Line
1-800-888-6161

Emergency Hotline: 1-800-888-6161
www.nordcenter.org