Bringing positive outcomes to our community.
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 16 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
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.

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
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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

“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

Making a difference in the lives we touch.
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.

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.

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.

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.

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

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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<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Mental Health, Addiction and Recovery Services Board of Lorain County</td>
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<td>Medicaid</td>
<td>$6,687,292</td>
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<td>Federal Title XX</td>
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<td>Medicare and other private insurance</td>
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<td>Direct fees</td>
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<td>Grants and contributions</td>
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<td>Pharmacy</td>
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<td>Other</td>
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### Expenses

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<td>Client care</td>
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<td>General operating</td>
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<td>Contract services</td>
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<td>Depreciation</td>
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<td>Bad debts</td>
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<td>Changes in net assets</td>
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<td>Net assets, beginning</td>
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<tr>
<td>Net assets, ending</td>
<td>$273,993.00</td>
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Thank You To Our Donors

Individual Donors
Matthew Ahn
Cynthia Andrews
Anonymous (4)
Lea B. Arcuri
Mike Bass
Chris Bellamy
Molly Bondellio
Pam Bores
Susan Bowers
Monique Burgdorf
Brad Calabrese
Marlen Carrillo
Alexis Carter
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Good Neighbor Thrift Store
KeyBank Foundation
Lorain County Community College
Mercy Health
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
Oberlin Doula Collective - Leadership Circle
Oberlin Unitarian Universalist Fellowship
One Eighty
Oswald Companies
The Progressive Insurance Foundation
Ride 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

In Memory of
Jason Lee Mullner
Bob LaPrete
Linda Z. Turley
Stephen D. Willett

In Memory of
Elizabeth M. Naso
David Flynn
Thomas Hesmond
Pamela E. Maidens
John Pabin
Richard Schneider

In Memory of
Ms. Julia Ruiz
Greta S. Robertson

In Memory of
Brian Lee Slack
Marilyn Berg
William E. Cromling
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.