



MANAGEMENT BOARD

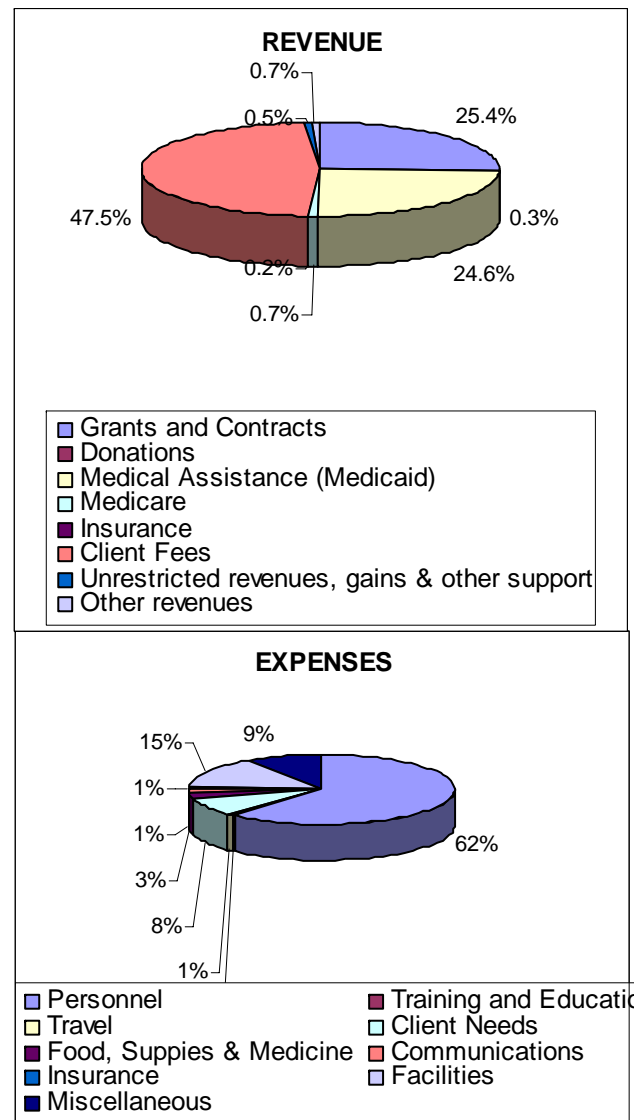
Steven S. Sharfstein, President
 Bonnie Katz, Vice President
 Patricia Pinkerton, Secretary/Treasurer
 Timothy L. Allen, Member

The North Baltimore Center is an affiliate of the Sheppard and Enoch Pratt Foundation, and is a separate 501(c)(3) nonprofit organization in its finances and operations.

LEADERSHIP COUNCIL

Barbara K. Anderson	Timothy Hearn
Babette R. Bierman	Teaira Lockett
Brian Bowden	Rudolph Redd
Ellen Callegary	Pamela Young
Sue Diehl	Steven Sharfstein

FINANCIALS FOR FY2009: \$12,751,438



North Baltimore Center
 2225 North Charles Street
 Baltimore, MD 21218
 443-573-1024, Fax: 410-243-7948
www.northbaltimorecenter.org

In FY2009, the North Baltimore Center provided behavioral health services to over 23,500 adults, children and families. Over 4,340 volunteer hours were contributed to our programs and events.



THE
 NORTH
 BALTIMORE
 CENTER

40 Years of Service

2008-2009 Annual Report

FROM TIMOTHY ALLEN, EXECUTIVE DIRECTOR



Timothy Allen

In the past 40 years, the North Baltimore Center has gone from a row house to a five-story office building, and to assist over 23,500 adults, children and families annually. Our dedicated staff has helped some of the most vulnerable, high-risk individuals in Baltimore City move from despair and hopelessness to lives of quality and meaning. Our clients may continue to have limitations in their lives, but they successfully learn how to cope with daily living. Many are eventually able to give back to the community through volunteering or

working, as they get healthier and stronger.

Dr. Thomas Dooley once said, “Dedicate some of your life to others. Your dedication will not be a sacrifice. It will be an exhilarating experience because it is an intense effort applied toward a meaningful end.”

This is what our staff at the North Baltimore Center does on a daily basis: we dedicate our lives to others and celebrate each step forward, no matter how basic or incremental. Patience, perseverance, encouragement and a gentle sense of humor are instrumental to our work. Our E³ motto—encourage,

empower, excel—conveys the essence of our approach. We are committed to pursuing success no matter how great the challenges, because NBC is the place that people turn to when others are unable to assist them.

Our future will be determined in part by funding. The need is great: many more low-income adults and children in Baltimore struggle with behavioral health issues and have yet to be treated. You may have seen them on the street or under bridges. We hope to be able to open our doors to them. We greatly appreciate your generous giving to help join us in this dedicated effort!

WHO WE SERVE AT THE NORTH BALTIMORE CENTER

Case Management

160 unduplicated clients were assisted with housing, medical care, financial assistance and other referrals.

Chesapeake Connections:

174 member participants, ages 18-76, improved their mental health and decreased hospitalizations through intensive services. 17 members are employed in janitorial, care attendant, construction, laundry or other positions.

Mediation and Educational Programs:

734 adults participated in our court-ordered parent education program, 504 people benefited from mediation sessions and 206 children took part in court-ordered education to help them adjust to divorcing parents.

Mobile Treatment

60 high-risk adults received in-home mental health and support services.

Off-Site Counseling Services

308 high-risk children, youth and adults received in-home crisis intervention, therapy, psychiatric treatment, family therapy and parenting information.

Outpatient Mental Health Clinic

Our psychiatrists and therapists worked with 1,663 clients to address severe mental illnesses through therapy, psychiatric treatment, medication monitoring, and family or group therapy. Programs included dual diagnosis and trauma recovery.

Partners in Recovery

177 benefited from outpatient recovery services. 17,829 parents of minor children and other adults on public assistance were assessed. 108 young people were assessed for substance abuse in Child Welfare Offices. In-hospital services were provided to 54 mothers of drug-exposed newborns.

Peaceable Education Program:

1,216 elementary and middle school students in three Baltimore City Public Schools learned about peaceful resolution of problems, and 60 were trained in peer mediation. 90 teachers, administrators and parents also received training.

Psychiatric Rehabilitation Program

175 adults and young adults received daily living, social and self-care skills education and community reintegration.

Residential Rehabilitation Program

40 homeless clients were provided with housing, medication monitoring, budgeting assistance and skills training.

Supported Employment Program

61 clients were assisted with employment readiness and job searching. 50 clients were successfully prepared for or placed in employment including custodial, food service and cashier positions.

THANK YOU TO OUR DONORS AND SUPPORTERS!

Herbert and Linda Cromwell
Dan and Kathy Cuddy
Barbara Currier
Curtis 1000
D.C. United
Dave & Buster's Grand Sports Café
Donald Davis
Niki Davis
Tony and Nicole Davis
Wayne and Dee Davis
Denta Quest
Dick's Sporting Goods
Bill and Sue Diehl
Discovery Cruise Line
Eclipse Photography
Frank Eisenberg and Cathy Blake
Embassy Suites Hotel
Nicole Erby
Elizabeth Fairchild
R. Terence and Mary Lou Farrell
Anita Feith
Al and Mona Figueroa
Michael and Deborah Finnell
Amy Foehrkolb
Fogo De Chao
Byron and Elizabeth Forbush
Jeanne Free and Wayne Beachy
Edie Froix
Efgenia Geocadin
Christian and Tonya Gettis
Victor and Suzanne Glorioso
John and Gerri Gray
Reynaldo Guzman and Carmen Jaen
Rhonda Harper
Thomas and Barbara Harr
Philethia Harris
Harry & Jeanette Weinberg Foundation
Terry Hart
Ken and Virginia Heimbach
Henderson's Wharf
Heritage Properties Inc.
John and Barbara Herron
Elizabeth Hochwarth
Home Depot
IWIF Workers' Compensation Insurance
Ixia

Robyn Jacobs
Ravi and Priti Jain
Janssen
Henry and Yvette Jefferson
Guy Jewett
John Hancock Financial Svcs.
Kevin and Gerri Johnson
Thurston Jones
Tina Jones
Dave and Anne Knauer
David and Bonnie Katz
Kent Manor Inn
James Kraft, Esq.
Erwin Lacanienta
Ladew Topiary Gardens
Regina Lancaster
Aja Leonard
Liberty Mountain Resort
Cynthia Lifson
Earl and Darielle Linehan
Iris Lloyd
Philip Logan and Teresa Neskow
Looney's Pub North
Thomas and Kitty Louden
Marines at 4th CEB
Marion I. & Henry J. Knott Foundation
Mark Downs Office Furniture
Marriott Inner Harbor Hotel at Camden Yards
Beverly Martin
Maryland Historical Society
Maryland Science Center
Maryland Zoo
Edward and Connie Matricardi
Berton McCauley
McCormick & Company, Inc.
Dennis McCoy
Linda Miner
Frances Mitchell
Lamarenee Montgomery
Monument Pharmacy
Wesley Morris
Jonathan Mosley
Motown Historical Museum
Mount Vernon Pharmacy
Gregg Murphy
Suzanne Murphy
Dave Murray
National Aquarium-Baltimore

National Great Blacks In Wax Museum
Michael and Irid Naver
Newseum
David and Michelle Nicholson
Lin Orrin
Chris and Laura Ostrowski
Paper Moon Diner
Teresa Pappas
Nathaniel and Frances Parks
Sheila Pashen
Jack and Elizabeth Peddicord
Barry and Judy Peres
Joe and Sandy Petri
Pfizer, Inc.
Pat Pinkerton and Arthur Wieland
PM Janitorial Company
Potomac Valley Brick & Supply Co.
Esther Pratt
Franklin Pulliam
Raimondi's Florist
RCM&D
Mary Redd
Red Lobster
Rudolph Redd, Sr.
Teresa Redd
Reginald F. Lewis Museum
Richard J. Princinsky & Associates, Inc.
Arnold and Alison Richman
Leslie Ricks
Ricardo Rius and Ofelia Olivero
Jeffrey and Michelle Rivest
Robert Roca
Juan Rodriquez
Rossman, Hurt and Hoffman
Safeway Inc.
Claire Salkowski and Richard Bartlett
Salvation Army
Joyce Sampson
Sanofi Aventis
Santoni's Marketplace & Catering Co.
Lois Schreiber
Gregory Schwalenberg and Barbara Logan
Marian Segraves
Select Restaurants, Inc.

Selective Group Foundation
Steven and Margaret Sharfstein
Sheppard Pratt Health System, Inc.
Richard and Cathy Shuey
Jackie Siejack
Greg Silver
Alfred Singer
Slavie Federal Savings Bank
Donald and Joyce Smith
Peggy Smith
Edward and Mary Soper Jr.
Jenny Sorel
Sotto Sopra
Marissa Southwell
Southwest Airlines
Richard Stack
Donald and Christine Stewart
Stony Run Friends Meeting
James and Stephanie Strunge
Hariett Stulman
Tracey Stulman
Chuck Sudina
Lenore Taylor
The Inn on Ferry Street
Jocelyn Tillman
Toby's Dinner Theatre
Trader Joe's
Eileen Trescott
Ronald and Renee Tuck
Tia Tucker
Greene Turtle
Michael Taylor
Chester and Ann Tyminski
Louis and Diana Ulman
University of Maryland
Uptown Press
Urban Pirates
USS Constellation Museum
Wades Point Inn
Walt Disney World Co.
Richard and Martha Warren
Wegmans Food Markets
Jean Williams
Jud and Gay Williams
Sylvia Williams
Wockenfuss Candy Company
Woodhall Wine Cellars
WYPR 881.1 FM
Pamela Young, Ph.D.



GROVER: A HARD-WON SUCCESS STORY

Grover's life once included a wife, three kids, a strong faith and a secure, professional job. Yet he entered our Chesapeake Connections (CC) program 1-1/2 years ago in desperation. Isolation, shame and bottomed-out self-esteem overwhelmed him. To be eligible for CC, one has to have been hospitalized at least four times in two years. Severe depression, suicidal thoughts and attempts, and crack dependence had plagued his life since moving to Baltimore in 1999. In his most recent hospitalization, the doctors had recommended electroconvulsive therapy because multiple trials of antidepressants were yielding no improvement.



Grover

Today, Grover demonstrates what a close and comprehensive network of support, along with the commitment and courage to recover, can accomplish. He participates in substance abuse groups, individual and group psychotherapy, auricular acupuncture, men's group, supported employment, and close collaboration with his psychiatrist and case manager.

First and foremost, Grover partnered with staff to address his drug addiction. His case manager held his spending money so that he would not spend it on crack. She

counseled him whenever he needed help around the urge to use. CC's therapist—with a specialty in substance recovery treatment—provided individual and substance recovery groups, exposing Grover to diverse methods in treating addiction. Grover will tell you how much self-esteem he has regained by achieving sobriety.

Six months ago, Grover, a formerly avid reader who had lost his ability to socialize with others, joined a book group. He was soon comparing notes with CC's psychiatrist who was reading the same volume in her book group. Several months later, Grover's confidence grew—and so he began volunteer work by befriending the cats and dogs at the SPCA. Just this past week, Grover was hired at Target.

Yet what Grover would emphasize as his greatest accomplishment is rebuilding his relationships with his kids. Today he enjoys long talks on the phone weekly, especially with his daughter Elizabeth.

Recovery from substances and serious mental health issues is not an easy path. Despite the challenges, Grover's desire to find satisfaction and meaning in life has prevailed, with the constant, caring support of CC staff.

THANK YOU TO OUR DONORS AND SUPPORTERS!

- | | | | |
|----------------------------------|--|-------------------------------------|---|
| About Faces Day Spa and Salon | Baltimore Theatre Project | Joseph and Betty Boteler | Amelito and Anselma Canlas |
| Air Tran Airways | Jim and Maureen Bandelin | Bowie Baysox Baseball Club | Gregory and Cynthia Cannizzaro |
| Timothy Allen | Bryan and Valerie Barbalace | Box Hill Crab Cakes, Inc. | CareFirst BlueCross |
| Allshred | Hope Barbalace | W. Davis Bradley | BlueShield |
| American Visionary Art Museum | Thoretta Barnes | Robert and Permillia Brawley | Gary Carman |
| Noreen Ammons | Gary and Angela Barone | Brick Bodies Fitness Services | Carrabba's Italian Grill |
| Gary and Barbara Anderson | Basignani Winery | Dawn Brinkman | Castaway The Clutter! |
| Braxton Andrews | Denny Bauernschub and Susan Bond | Bristol-Myers Squibb | Center for Dispute Resolution U-MD |
| Annapolis Summer Garden Theatre | BB& T | Brooks Financial | School of Law |
| Annie E. Casey Foundation | Becton Dickinson | Lester and Joan Brown | Joe Chamberlin |
| ASM Sports | Best Western Hotel & Conference Center | Adolph Bucci | Denise Chatham |
| Associated Black Charities | Biago | Anthony and Margaret Bur | John Chatham |
| AstraZeneca | Joseph and Babette Bierman | Dave Burns | Cheesecake Factory |
| Baltimore & Ohio Railroad Museum | Bird Kingdom | James Burns | Chiapparelli's |
| Baltimore Blast | Sharon Bisco | Monique Byrd | Christopher Daniel |
| Baltimore Clayworks | Lisa Bivona | Cyril Byron | Ciao Bella |
| Baltimore Shakespeare Festival | Blair Mansion Restaurant | Nelson Cabatac | Clyde's of Columbia |
| Baltimore Symphony Orchestra | Septimus Blango | Rita Cabatac | Cold Stone Creamery |
| | Linda Blondel | Cabot Creamery | Computer Shop |
| | Charles Boblitz | Ellen Callegary | Crab Shanty Restaurant |
| | Sheila Boone | Michael Karasik and Ellen Callegary | Christopher Crandall and Suzanne Bates-Crandall |
| | Boordy Vineyards | Renee Campion | |
| | | Candle Light Inn | |

40 ACCOMPLISHMENTS IN 40 YEARS!



1969-1975
The North Central Community Mental Health & Alcoholism Center is founded in 1969 by civic and religious leaders, and opens in 1970 at 2647 N. Charles in 3 row houses. Our mission is to provide an outpatient mental health clinic for City residents released from Springfield State Hospital, and an alcoholism treatment program.



1975-1980
100 E. 23rd Street.



1987-1992
2117 Maryland Avenue. We begin our Community Rehabilitation Program.



1982-1986



1980-1982
2926 Harford Road



1988-1992
103 W. 23rd St. Administrative and some adult services are housed here.



1982-1992
2519 N. Charles St. In 1993, we begin our successful Chesapeake Connections, wrap-around services program.

1996-Present: 2225 North Charles Street



We purchase the building in 1996. We begin the Residential Rehabilitation Program, Case Management and Anger Management programs. In 2003, we hold our first Gala and silent auction to benefit our services. In 2006, we become an affiliate of Sheppard Pratt. We collaborate with the House of Ruth, Women's Housing Coalition and Peoples Community Health Centers for cross-referral of clients. We begin our Supported Employment Program. In 2007, our computer system is upgraded agency-wide to help improve service delivery. We initiate Total Health Day to provide a focus on physical health. We participate in the Dartmouth College Women's Trauma Recovery Empowerment Study.

We open our doors to On Our Own, a client-run drop-in center. The Mediation and Educational Programs join us. In 2008, we begin a collaborative, national pilot study with Peoples in primary care/behavioral health. We create a vision statement: to be the most exemplary behavioral health organization in Baltimore. We expand our Supported Employment Program and begin Off-Site Counseling Services. Partners in Recovery joins our programs. We dedicate the Dr. Robert C. Lloyd garden and patio. We are featured in a *Baltimore Sun* Dan Rodricks column and on the WYPR "Frames of Mind" series. In 2009, we implement electronic medical records and billing systems. We open a new Computer Lab for GED completion and computer skills training. We set up an Intranet server for internal forms. We begin "One Day at a Time" and Relapse Prevention programs. We grow to 185 staff who serve over 23,000 adults, children and families, with a \$12.7 million budget.



Linwood enjoys his new life!

FROM PAROLE TO A NEW LIFE

Linwood was referred to our Partners in Recovery program by his Parole Officer in February after 15 years of being in and out of jail for drugs. Today, he's been clean for 7 months, and has completed his course of treatment and probation for the first time in his life.

programs. At first, his goal was to get through these programs as quickly as possible. After testing positive for drugs a few times, his Addictions Counselor began to work toward relapse prevention strategies and the stages of change. Linwood began to take treatment and the recovery process more seriously and provided clean drug screens since April. He actively engaged in group alcohol and drug education sessions, and started working diligently in individual therapy.

Linwood made progress by meeting his treatment plan goals, and transitioned from Intensive Outpatient to the Outpatient Phase of treatment by the end of April. He attended NA meetings and support groups. Linwood maintained contact with his two sons and other family members, but says things are better now.

"My youngest son gets in touch with me a lot more. Everybody is proud of me. My family always stuck by me. They just wanted to see me do the right thing."

Linwood successfully completed treatment and is now committed to living a lifestyle of sobriety.

"Peer pressure in college got me started on drugs. I would quit and then go back, over and over. After I began this program, I got a promotion at my job to Assistant Manager Trainee and opened a bank account for the first time in years," Linwood says. "All the counselors here are very good. They let you know they care about you."

And that is what Linwood attributes to making the transformational difference in his life. He was admitted to both the Intensive Outpatient and Suboxone Maintenance

KNOTT FOUNDATION PROVIDES COMPUTER LAB

Thanks to the generosity of the Marion I and Henry J. Knott Foundation, our clients now have a computer lab for learning basic computer skills and completing GEDs. This is part of our Supported Employment Program that seeks to prepare clients for work. Prior to this year, our Psychiatric Rehabilitation Program participants gathered around one, aging computer to take turns at the keyboard.

"The Computer Lab helps improve lives. We can now teach skills our clients need to get employed. It's also increasing their self-esteem," says Supported Employment Program Supervisor Aja Leonard.

Two instructors provided by Baltimore City Community College are teaching computer basics and GED classes, each two days per week. Our clients are eagerly and consistently participating.

"This is a good opportunity for people with mental illness to learn computers. It gives you a lot more options in the workplace," says Juan, one of the students.

"We need to learn computers because that's where it's at," Ronnie notes. Francene enthusiastically comments on how they are learning to memorize the keys in class.

The goal is for clients to become more self-sufficient. "Once a client gets a job, they are so grateful that they put extra effort into it and we support them," says Ms. Leonard.



Timothy Allen, Greg Cantori of the Knott Foundation, client Francene and Aja Leonard cut the ribbon to NBC's new computer lab, provided by funds from the Knott Foundation. Also pictured is Tammy Tilghman.

FAMILY BENEFITS FROM OFF-SITE SERVICE

More than 120 children and youth with severe behavioral health issues benefited from our Off-Site Counseling Services program this year. One of our families includes a mother and her 6-year-old son, who was sexually abused by his father. This family of four children, including her nephew, has no transportation. Our in-home provision of services makes it feasible for them to participate.

The 6-year-old has attachment issues that have played out in extremely aggressive behavior, outbursts, disruptive discipline issues and speech issues. We have been working with the family since September of 2008 and both the 6-year-old boy and the mother have made considerable progress. The boy has fewer outbursts and has decreased his fighting,

spitting and hitting behaviors that had been directed at his cousin and his mother. These are rare occurrences today.

The mother was sexually molested by her father when she was young, as were her five siblings, and has a diagnosis of severe depression and post traumatic stress disorder. Through our in-home therapy and psychiatric treatment program, she has been able to talk about the abuse for the first time in her life. Her medications have been updated and are now more effective. Our staff has also been working with her on her parenting skills, which have noticeably improved.

"She's really come a long way," her therapist notes. Now that she is healthier, she is looking for employment.

"The goals that have been set by the North Baltimore Center are being achieved. It's providing a real service to the public."

— Rudy Redd, Sr., Leadership Council Member and Long-Time Board Member

PEACEABLE EDUCATION SUCCEEDS!

Over 1,200 Baltimore City elementary and middle school students learned how to prevent violence and resolve differences through communication and peer mediation, thanks to our Peaceable Education Program (PEP). Their teachers received training in effective classroom management and parents learned how to prevent violence at home. As a result, academic test scores and teacher return rates improved dramatically. Discipline referrals to the office significantly decreased.

The Annie E. Casey Foundation and Maryland Mediation and Conflict Resolution Office funded this very effective program in three Baltimore schools: Furley Elementary, Harlem Park Elementary/Middle and Liberty Elementary.

The students helped plan and present all-school assemblies to highlight the work of PEP, and to motivate and recruit others to become Peer Mediators. This resulted in a nearly 50% increase in new Peer Mediators. "Peacemaker of the Year" awards were given at year end.

At Harlem Park, their first 6th grade class completed eighth grade in June 2009 and showed significant gains in reading and math over the last three years. The 3rd and 4th grades met standards in reading. The 3rd, 4th and 8th grades met standards in math. At Liberty Elementary, 64% of the students appreciably improved their Maryland School Assessment scores above the year before and met all reading, mathematics, and attendance Adequate Yearly Progress standards. Office referrals decreased by 53% at Harlem Park.



Harlem Park students prepare a PEP cheer for an all-school assembly on peaceable conflict resolution.

Administrators at all three schools indicated an overall improvement in the school climate and a decrease in disciplinary issues as a result of PEP. In addition, 98% of teachers returned to Liberty Elementary this year and 98.5 % returned to Harlem Park.

"I would like to thank you and your staff for the positive changes at our school," says Furley Principal Barbara A. Meyers. "Your professional development workshops for our staff and parents have begun to change the attitudes and behaviors of our staff, parents and students."