



# The Harford Center 2022 Annual Report

**Mission:** The Harford Center promotes dignity, safety, stability, choice, and community integration for adults with developmental disabilities.

**Vision:** People served by The Harford Center will have the services and supports they need to live the lives they choose. Every person we support will be fully integrated into the community through work, volunteerism, and recreational activities.

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Harford Center  
CHOICE · STABILITY · DIGNITY

Reflect.  
Renew.  
Rebuild.

## A Message from Sherry Nolte, MSW, LCSW-C, Our Executive Director

“FY22 was a year of rebuilding our workforce, reenergizing our mission, and reflecting on our accomplishments.”



After two years of hyper-focusing on the safety and well-being of our participants due to the impact of the pandemic, we are starting to resurface. For many nonprofits, the past two years have been a time of being in survival mode. For those of us who were able to weather the storms of the past two years, we are asking ourselves how we return to pre-pandemic functioning. My aim over the past year has been to **reflect** on the lessons learned from the pandemic, **reflect** on our mission, and reflect on our successes. A priority this year has been **rebuilding** our workforce through initiatives to increase Direct Support Professional wages, **rebuilding** our partnerships with our community stakeholders, and **rebuilding** our fiscal structure. Due to lower attendance numbers, staffing vacancies, and transportation costs, the Center was faced with fiscal challenges. We have been aggressive in applying for COVID relief dollars that allowed us to close gaps in funding. We have slowly, but steadily rebuilt our service provision to include community integration, individualized programming, and workforce development. Through partnerships with local government, foundations, and grants, we have been able to support our workforce by offering retention bonuses and increases in wages. In **reflecting** on our successes, we have demonstrated our ability to thrive during adversity. This year concludes our 60<sup>th</sup> Anniversary. The Harford Center has a history of providing quality and compassionate care to the citizens of Harford County. We look forward to the future and continuing our legacy of person-centered, community-focused supports.

# Harford Center Board of Directors

## Welcome Our New Board Chair, Nancy Brugh

We are pleased to announce our new Board Chair, Nancy Brugh. Nancy has served on our Board for seven years, chairing our Strategic Planning Committee and serving on our Membership Committee. Her professional experience includes working as a Consumer and Family Resource Teacher and Transition Special Educator. Until 2020, she worked as a Transition Resource Teacher for Harford County Public Schools, where she was a liaison between HCPS, students with disabilities and their families, and agencies that provide transition services. She is active in the community, advocating for people with disabilities and for the parents and family members of people with disabilities. She has an adult son who has autism and intellectual disabilities as well as a grandchild with Autism Spectrum Disorder. Her professional and personal experiences will benefit The Harford Center greatly. Welcome, Nancy!



## 2022 Board of Directors

**Nancy Brugh, Board Chair**, Chair of Strategic Planning Committee, Membership Committee

**Patrick Spicer, Board Vice Chair**, Chair of Policy Committee, Strategic Planning

**Sherry Nolte, Executive Director of The Harford Center**, Member of all committees

**Tim Battaglia, Finance Director of The Harford Center**, Finance Committee, Investment Committee

**Niki Biggs**, Chair of Development Committee

**Michael J. Ciufu**, Chair of Finance Committee

**Randy Geyer**, Harford County Public Schools, Board of Education

**Pamela Jo Gwaltney**, Chair of Standing Committee

**Rachel Harbin**, Harford County Government County Executive's Office, Chair of Membership Committee, Strategic Planning Committee

**Scott Haiber, Esq.**, Policy Committee

**Kristin Klein**, Standing Committee

**David C. Kunes**, Development Committee

**Sue Rattman**, Finance Committee

**Victoria Sudano**, Client Member

**Roger B. Thompson**, Chair of Finance Committee, Strategic Planning



## Rebuilding Programs

115

**Total individuals supported**

100% of supported individuals are low-income and have developmental or intellectual disabilities

**43%**

of the people we serve live in low-income, underserved areas.

**10%**

of the people we serve live in very rural areas of North Harford.

**57%**

of the people we support have no access to public transportation.

Many more cannot use public transportation due to insufficient accessibility.

**2,600 Community Outings**

Our programming is individualized. 100% of our plans are Person-Centered. We work with our participants to assess their needs, strengths, skills, and hopes for the future.

**We believe in choice and self-determination.  
We don't choose the lives of the people we support.  
Instead, we offer them the supports they need to live the lives they choose.**

# Rebuilding Programs

31

Individuals had at least one paid job opportunity



People supported also **volunteered at 13 different sites**, including: Anna's House, Chesapeake Therapeutic Riding, Riverside Elementary School, Hickory Elementary School, and The Boys and Girls Club.

**Left:** Harford Center participant **Maureen Henson** wins **Volunteer of the Year** at The Harford County Disability Employment Awards

**Our Earlton location is now licensed for both Day Habilitation and Employment Services; Employment Services are now available at the Highland and Earlton locations.**

We are focused on community and relationships. Our goal is that every person we support will be fully integrated into the community through work, volunteerism, and recreation. Everyone deserves community!



# Client and Staff Satisfaction

## Client Satisfaction Survey Highlights

- “I feel respected as an individual.” - 4/4
- “The staff are friendly and helpful.” - 4/4
- “I am satisfied with my access to community.” - 3.8/4
- “If I ask for help, I receive it in a timely fashion.” - 3.9/4
- “I feel safe at The Harford Center.” - 3.9/4
- “My medical needs are met.” - 3.9/4
- “I am happy with my goals.” - 3.8/4
- “Those involved in my support care about my well-being.” - 3.9/4



**Overall Satisfaction - 3.8/4**

## Staff Satisfaction Survey Highlights

- “I agree with the values/ethics of The Harford Center.” - 4.6/5
- “My work is meaningful.” - 4.8/5
- “Clients are treated with dignity and respect.” - 4.5/5
- “I’m satisfied with my workplace safety.” - 4.8/5
- “Diversity is respected and valued.” - 4.7/5
- “Supervisors care about staff as people.” - 4.7/5
- “Community integration is a priority.” - 4.8/5



**Overall Satisfaction - 4.5/5**

# Rebuilding Workforce: Staff Superstars

## Jenell Kronick, Case Manager



Jenell has gone above and beyond in her role as Case Manager. She has taken the time to personally reach out to each new person's entire team to keep them informed about the supported person's goals, progress, and general well-being. Her personal attention to each person supported is so remarkable that **FOUR** different family members contacted us to compliment her in **ONE WEEK!** One man's mother said that her "taking the time to communicate...means the world to me." One woman's sister said, "She loves it there....Our family is truly blessed." She helped one individual find virtual therapy, which gave him the support he needed to attend programs, and work and volunteer in the community. She has truly helped to grow our employment program. According to Highland Program Supervisor Kelly Warnagiris, "Jenell has been so much more than a Case Manager at Highland. She is an incredible advocate, a phenomenal communicator, and an outstanding motivator who constantly pushes everyone to be better."

## Sloane Young, DSP



Sloane is a One-to-one (1:1) Direct Support Professional. She supports the same person, Ryan H., every day. One-to-one work can be challenging, but Sloane is patient, kind, and dedicated. Ryan's progress is a testament to the quality of her support. According to his mother, he never really liked going anywhere until Sloane was his DSP. Other staff members reported challenging behavior and general unhappiness. He wouldn't ride the bus, and alternate transportation had to be arranged for him every day. Since Sloane has taken over his support, Ryan has enjoyed coming to the center. He has taken a new interest in arts and crafts, and he has begun happily riding the bus. His mother reports that he has never been happier. Program Manager, Gillian Miller, points out that Ryan's progress is largely due to the individualized nature of programming and Sloane's commitment to providing a personalized program. Ms. Miller states, "Sloane is the most patient and kind person, and a perfect fit to create a meaningful day for Ryan every day. Everyone deserves to be treated how **THEY** want to be treated. Sloane captures the essence of The Harford Center spirit daily."

## 2022 Service Milestones

**10 Years:** Amanda Bennett, Trelly Guy, Anissa Trusclair-Pankey

**5 Years:** Samantha Amberman, Dinah Bertholdt, Bernice Brown, Ed Kearney ,  
Pauline Pullen, Kelly Warnagiris

**1 Year:** Michelle Ashford, Joy Barton, Melissa Cooper, Emeka Egeonu,  
Madison Ganovski, Kendra Taylor, Dajia Watson

# Rebuilding Community

## Harford County's Wheelchair Costume Workshop and Inclusive Trunk or Treat



## Highland Volunteers Work At Local Nonprofits



## Our Amazing Volunteers



Volunteers from **Isaac's Anorable Homes** regularly have painting days with the people we support.



Volunteers from **Harford Mutual** always lend a helping hand.



Volunteers from **Harford County** keep us looking our best!



# 2022 Big Winners

## 2022 Harford's Most Accessible Awards Winners



**Retail Category:  
Aberdeen ReStore**



**Activities Category:  
Forest Hill Lanes**

**Grocery/Restaurant  
Category: Joppa  
Amish Market (not pictured)**



Harford Center Chief Financial Officer, Tim Battaglia, and Transportation and Facilities Manager, Craig Robinson, accept the **2022 Outstanding Nonprofit Award** from The Transportation Association of Maryland

Harford Center Executive Director, **Sherry Nolte**, congratulates Harford Center Board Chair, **Nancy Brugh**, on winning

**The  
Ruth Helen  
Thompson  
Memorial  
Award  
for Community  
Service**

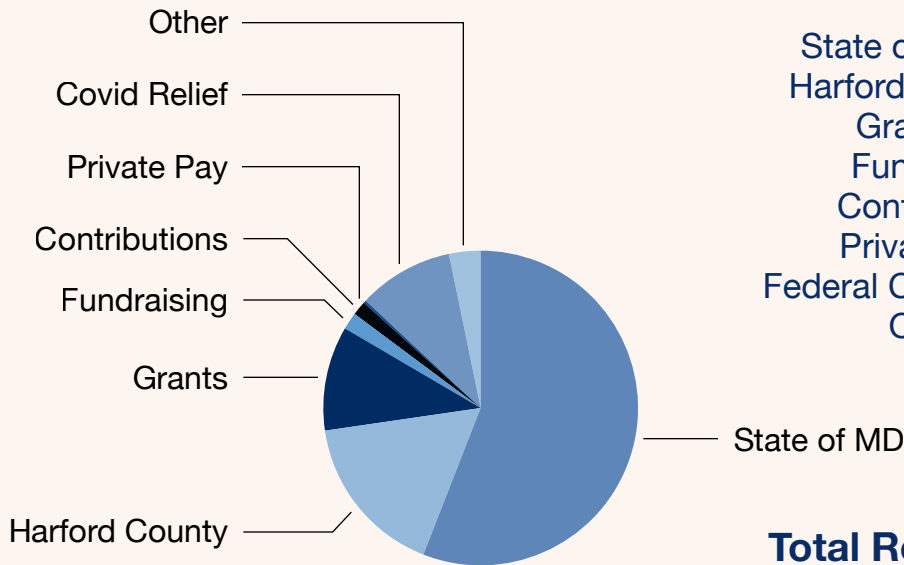




# Financial Highlights: Revenue and Expenses

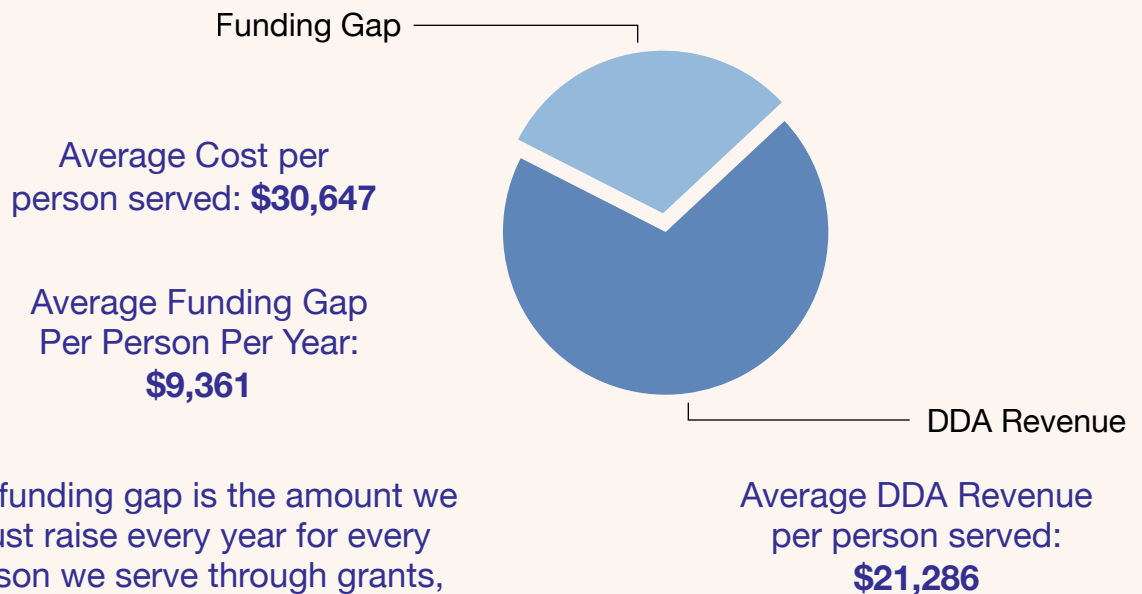
## FY 2022 Revenue

State of MD: \$1,952,263.00  
 Harford County: \$555,522.00  
 Grants: \$355,741.00  
 Fundraising: \$59,370  
 Contributions: \$48,290  
 Private Pay: \$9,202.00  
 Federal Covid Monies: \$325,000  
 Other: \$107,394



**Total Revenue: \$3,313,021**

## Annual Funding Gap



The funding gap is the amount we must raise every year for every person we serve through grants, individual donations, and fundraising events.

Average DDA Revenue  
per person served:  
**\$21,286**

# Financial Highlights: Revenue and Expenses



## FY 2022 Expenses

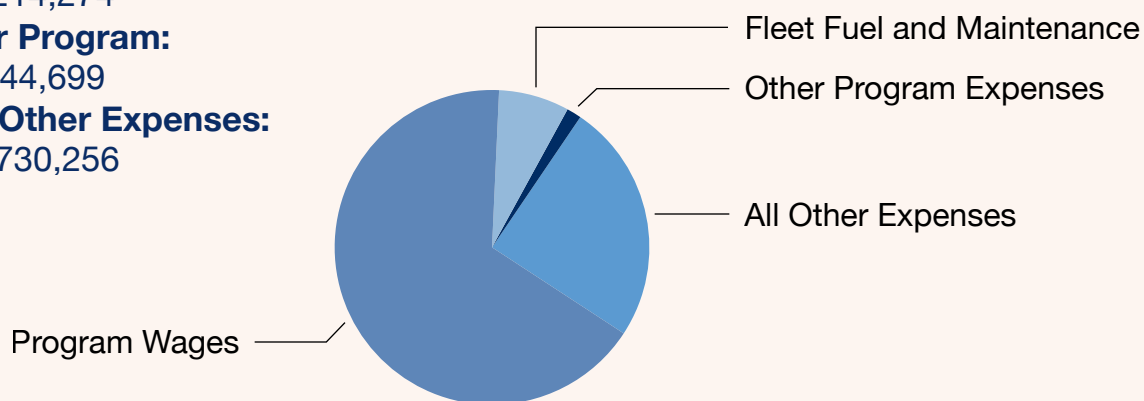
**Program Wages:**  
\$1,964,263

**Fleet Fuel and Maintenance:**  
\$214,274

**Other Program:**  
\$44,699

**Total of All Other Expenses:**  
\$730,256

**Total Expenses:**  
**\$2,953,492**  
**+ 12% over FY21**



## Rising Expenses

- **DSP Wages.** To rebuild and retain staff, we have had to remain competitive as average wages and minimum wage have increased. Direct Support Professionals are highly trained and skilled; they must earn well over minimum wage. Additionally, happier staff provide better quality care to the people we support.
- **Fuel and Maintenance Prices** have increased with inflation. Additionally, as more people have returned to programs, we have had more routes and more community outings. The Harford Center provides transportation to and from programs for all participants as most participants do not have access to accessible public transportation.

**Over 75% of Harford Center expenses are DIRECT PROGRAM EXPENSES. Charitywatch.com recommends spend at least 60% on programs; The Better Business Bureau recommends 65%.**

# Financial Highlights: Sponsors and Donors



Bath and Body Works | Tim Battaglia | Bel Air Athletic Club | Niki Biggs | Bird's Nest BBQ | Kristy Breslin | Nancy Brugh  
 Jim Cerruto and the Cerruto Family | Debbie Chapman | Charm City Run | Chesapeake Professional Women's Network  
 Michael J. Ciuffo | Coffee Coffee | Community Health Resource Commission | Courtland Hardware | Jenn Holbrook  
 The Dresher Foundation | Randy Geyer | Pam Gwaltney | The Hagan Family | Rachel Harbin  
 Ben Fislser and the HCC Theatre Department | Scott Haiber | Harford Bank | Harford County Grant In Aid  
 John's Men's Clothing | Kay Johnson | Kristin Klein | Breanna Kuhlmann | Dave Kunes | Legends of the Fog  
 Looney's Pub | Alex Lumbard | MaeWood Collective | Patricia Martin | Victoria Sudano  
 MD Dept. of Housing and Community Development | MD DD Council | MDOT MTA | The Nest on Main | Sherry Nolte  
 One Eleven Main | Sue Rattan | Regal Cinemas | Rocky Boots | Texas Roadhouse | Patrick Spicer  
 Vagabond Sandwich Company Vintage Cafe | Tom and Sharon Walls | The Weyant Family  
 Yes Ma'am Candles | Yoga Fresh

The Harford Center, Inc. is a 501 (C) (3) nonprofit organization (tax ID 52-0913266). A copy of the current financial statement of The Harford Center, Inc. is available by writing: The Harford Center, 4 N. Earlton Rd. Havre de Grace, MD 21078, or by calling 410-939-1420. Documents and information submitted under the Maryland Solicitations Act are also available, for the cost of postage and copies, from the Maryland Secretary of State, State House, Annapolis, MD 21401 or by calling 410-974-5534.