

Work that has value

RHD's IDEATE removes barriers to employment for people with disabilities

Tyrike always had a way with words. Working with RHD's IDEATE, an inclusive employment program providing clinically-guided support to individuals with disabilities, he found a way to turn his poetry into a business opportunity. Tyrike is now a poet and entrepreneur, with a line of greeting cards sold at bazaars, festivals and a West Philadelphia boutique.

"Writing poetry makes me see things more clearly. It inspires me and it gives me hope," Tyrike said.

Tyrike is among the millions of Americans with "barriers to employment," which refers to any number of disabilities or circumstances that may prevent a person from finding and keeping a job. RHD founded IDEATE in 2014 to help people break those barriers.



A way with words: Tyrike (right) turns his poetry into a business opportunity at RHD's IDEATE, where staff helped him create a line of greeting cards sold at events such as the "Art is Life" festival in Roxborough, Pa. (above, making a sale).

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THE QUARTERLY NEWSLETTER OF THE NONPROFIT RESOURCES FOR HUMAN DEVELOPMENT

WHO WE ARE: Resources for Human Development is a national human services nonprofit founded in 1970 that specializes in creating innovative, quality services that support people of all abilities wherever the need exists. In partnership with government and those we serve, RHD builds better communities through more than 160 caring and effective programs in 15 states.

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TEAMWORK

RHD Memphis starts a basketball team for consumers, and discovers a unique opportunity for engagement and growth for consumers and staff alike

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MyRHD is published quarterly, mailed to supporters, donors and government officials. It is meant to inform about RHD's activities, innovations and successes in the more than 160 human-services programs it operates throughout the country. If you wish to unsubscribe to MyRHD, please email info@rhd.org or write us at the address above.

How you can help

More than 50,000 people each year gain the support and encouragement they need to build better lives for themselves, their families, and their communities through RHD's many human-services programs. Their milestones and successes, large and small, are made possible through the generosity of people like you.

Your support helps provide the resources people of all abilities need as they work to build their most successful lives. You can help support caring, effective and innovative programs that emphasize the person in the service, with a belief that each human being, no matter what their challenges, should be treated with dignity and respect. You can help give people the opportunity to develop to their full potential, improving the quality of life and creating brighter futures for all RHD clients.

Please use the enclosed envelope to send a check or visit us at www.rhd.org to donate online.



IDEATE: Jonathan is fulfilling his goals with a job in a pre-engineering capacity as an "order puller" at Airline Hydraulics with Dave Quigley (below).

IDEATE

from front page

"IDEATE is part of a national movement to put individuals who may have difficulty getting into the labor force, into the labor force," Director Kaelynn Koval said. "We are STEM (science, technology, engineering, math) oriented, and strive to support participants in obtaining opportunities with those components."

"The men and women in our program are remarkable. They are discovering their passion and the worth work can provide. For many, it's a new level of validation."

IDEATE participants receive customized support and direction; 95 percent are people with intellectual disabilities, 80 percent have complex behaviors that require behavioral support plans and/or safety plans, and 40 percent have experienced either arrest, adjudication or frequent police encounters. With support from IDEATE, 82 percent of program participants are earning regular income.

The process begins with a discovery period, during which coaches help clients determine what kind of work they want to do and the areas in which they might excel.

Tyrike's journey of discovery began with his employment advocate, Liz Cippon, who learned that Tyrike had a love of poetry and writing he'd acquired from his foster mother. Drawing from a poetry class she had taken in college, Cippon suggested that Tyrike try his hand at haiku — a traditional form of Japanese poetry consisting of three short, structured lines. Before long, the two had collaborated on 35 poems.

Cippon and Tyrike brainstormed about how to turn his talent into a creative entrepreneurship, and IDEATE purchased a computerized cutting machine that Tyrike uses to produce greeting cards featuring his poetry and designs. Tyrike now sells his Mad Hatter Cards throughout the Philadelphia region at bazaars, festivals and other events. Hello World, a home decor and gift boutique, sells Tyrike's cards at their West Philadelphia shop.

"It's amazing and powerful that people read my greeting cards and it's emotional for them," Tyrike said.

"I think Ty went from feeling like he was on the outside a lot to now feeling that there is a connection between him and the rest of the human race because they are able to identify with what he has written," Cippon said.

Jonathan's goal at IDEATE was to find a job that he could maintain that would help him live on his own and become



financially independent.

Jonathan has a family friend, Dave Quigley, who is a warehouse manager for Airline Hydraulics, a provider of technology-driven products and services. Quigley had known Jonathan since he was a child. When he heard Jonathan was looking for work, he contacted the HR team at Airline Hydraulics, who worked with IDEATE to provide a job opportunity that would accommodate Jonathan's special needs.

Under Quigley's supervision, Jonathan now works in a pre-engineering capacity as an "order puller" — gathering, checking and delivering parts, among other things.

"What Jon brings is determination, and a willingness to learn," Quigley said. "He shows a lot of heart in this job." Jonathan feels right at home at Airline Hydraulics.

"Every day it's something new," Jonathan said. "We all help each other, like a team."

Technology will play a large role in IDEATE's future plans, Koval said.

"We hope to break barriers by introducing those with an IDD diagnosis into jobs with heavy technology, or like Jonathan, enmeshed in the engineering field," Koval said. "Starting in July, some of our members will be working virtually. That's a major breakthrough."

"So many of the people we support are often told that it can't be done — and yet we are, we have, and we will!"



'Rescued by my angels' at RHD Coastal Wellness

Kenneth Kaufman | photos

Young at heart: Benny is the oldest person in New Jersey living independently with support from staff like wellness coach Matt Domino at RHD Coastal Wellness, a Residential Intensive Support Team program.

Benny was sitting in his apartment talking about his journey to RHD Coastal Wellness, from living in a group home and being hospitalized at Ancora State Psychiatric Hospital before he was, in his words, "rescued by my angels." He lives independently in his own apartment with support from staff like Life Skills Specialist Linda Bogan and Wellness Coach Matt Domino.

"Why did you pick me?" he asked. "Why did you do all this for me?"

"We're a match made in heaven, Benny," Bogan said.

"Me? This old man?" Benny said.

"You're just getting started, Benny," Domino said, with a laugh.

At 87 years old, Benny is not only the oldest client at RHD Coastal Wellness, a Residential Intensive Support Team (RIST) program that provides the holistic services needed to maintain independent living with community integration for individuals experiencing homelessness, chemical dependence, and mental illness. Benny is the oldest person in New Jersey living independently with support from a behavioral health provider.

"I can cook for myself, I can sleep when I want," Benny said. "I listen to classical music. My life is better here."

"I appreciate what they do for me."

RHD's RIST model is based on a person-centered approach that responds to people's strengths to create the best opportunity for maximizing positive individual commitment and responsibility. Like every RHD RIST program, Coastal Wellness works with a diverse population. Age is just one of the variables that mean RHD RIST staff has no "typical" client. Benny at 87 is the oldest; the youngest client is 19.

"Our staff has to be playful, they have to have the ability to show good judgement and flexibility when they're working with our clients in the community," RHD Coastal Wellness Director Kim Corbett said. "And Benny will

test that occasionally — particularly with a younger staff."

Domino is 26 years old; the 60-year age difference makes them look like a bit of an odd couple but Domino has been a good fit for Benny.

"With that kind of age difference, you always have some concerns about how younger staff will deal with a much older client like Benny — behaviorally, limit-setting, things like that," Corbett said. "More importantly, to Benny 26 year olds are like children. He has to be able to respect his staff. With Matt, there's respect. That's a credit to Matt's professionalism."

"If it wasn't for him ... " Benny said, and he just shrugs his shoulders and doesn't finish his sentence. "He's a whiz kid. I depend on him."

Domino said the age difference in Benny's case is just one element that RHD staff has to work through to meet people where they are.

"Communication skills are important with all our clients," Domino said. "You have to figure out what works for them. Benny responds best when he's able to make his own decisions, so I support him in going in the direction of what he needs. We have very different backgrounds, but we share some similarities."

"I've learned a lot from working with Benny. I've learned a lot of patience."

Earlier this year, RHD staff helped Benny reunite with his older sister (she's 92), who he hadn't seen in 34 years. Benny builds model trains and was classically trained as a pianist.

He doesn't play much these days ("I'm not good any more," he said), but he regales Bogan and Domino with stories of the time he played Carnegie Hall. He snuck in when the place was empty and the lights were out.

"The only guy who heard me was the janitor," Benny said. "But still ..."

"He's adapted very well to living independently," Corbett said. "This is the best setting for him. Here, he decides. That's part of the reason why it works — he gets to live according to his preferences, and we work with that."



RHD's Donna Torrison honored with lifetime achievement award for work with FPCN

Donna Torrison, founder and Executive Director of RHD's Family Practice and Counseling Network, has been honored with the 2017 Loretta C. Ford Lifetime Achievement Award by the National Nurse Practitioner Symposium. A pioneer in integrating primary and behavioral health services, Torrison has led FPCN's growth from one site serving residents of a public housing community in Philadelphia to the largest nurse-managed health care network in the country.

"I am very touched and honored at having been chosen for this prestigious award," Torrison said. "Loretta C. Ford founded the Nurse Practitioner profession in the 1960s in Colorado and I feel proud for any association with her. I have been most fortunate to have such a rewarding and exciting career and an opportunity to develop, with the help and support of many others, a holistic model of health care for an underserved population. I am grateful to my staff, to my patients and to RHD for allowing me to do my thing."

The annual award recognizes the accomplishments of an individual who has demonstrated longevity, integrity, professional achievement and advocacy in advanced practice nursing on a national level.

FPCN treats more than 22,000 patients each year at five sites across Pennsylvania. A network of health centers providing primary care, behavioral health education, prenatal care, family planning services, dental care, community outreach, and advocacy, FPCN's high-quality care improves the health status of underserved, uninsured and vulnerable people and has earned national recognition as a "best practices" model of health care delivery.

TEAMWORK

The RHD Tigers foster team spirit that helps consumers thrive at RHD Memphis



It's gametime, and the players bring their hands together in a huddle. A different player leads the chant each time, but it always ends the same and sends the team out on the court the same way: "R! H! D!"

The RHD Tigers are a basketball team made up of consumers from RHD Memphis, which provides residential habilitation, supported employment and personal assistance to persons with developmental disabilities in supportive, supervised settings. Staff at RHD Memphis started the team as a means of engagement for consumers, but soon found something extraordinary happening — as consumers worked to become a team on the floor, the lessons they took from the experience helped them grow and progress off it.

"I like my team," said James, the Tigers' point guard. "It's not about me; it's about the whole team. We work together. If you want to be a winner, you've got to show good leadership. You've got to be professional. That means you can't quit. You can't let your team down. You've got to stay strong."

"On our team, we're always telling each other: You can do it. Don't give up. We stick together — like glue."

Devin Graffed, a Direct Support Professional at RHD Mainstay South, played basketball in high school and devotes extra time to coach the team.

"It makes them happy, and I think it's really helpful," Graffed said. "They're not just playing — they're playing for something."

Every consumer at RHD who wants to be part of the team has a role somewhere — whether it's playing or helping or cheering. In addition to consumers who act as cheerleaders for each game, an RHD consumer named Bobby who is too old to play acts as the team's equipment manager, handing out towels and water and shouting encouragement.

"We don't want anybody feeling left out; everybody is a part of it," Graffed said.

"We always try to come up with creative ways for our individuals to have engagement," said Terrence Ryans, RHD Memphis Program Director. "We're person-centered, so it's really about what they like and dislike. We try to introduce our consumers to different things, but a lot of the guys watch and love basketball. So we try to do something they would like. We were able to create this avenue for them, and it worked really well."

"Being on the team has really helped them to have a focus, learn how to work with others, taught them things about sportsmanship. It gives them something to look forward to, helps foster peer relationships as well as community relationships."

Making a team was easy enough, but finding opponents was something else. Spurred by RHD staff, a league of local providers cobbled itself together so that consumers from different agencies could play against each other. Everyone worked together to formalize the league, scheduling games at the Raymond Skinner Center and hiring referees. On game day, the place is packed — RHD staff shows up to

support the team, and consumers who don't play come to cheer on their friends.

"When the RHD people come and cheer, we get hyped up," said Darrell. "It makes us want to win the game for RHD. We don't want to let people down."

When RHD is playing, the gym is at a full roar the entire time ("The games are a really big to-do here," Ryan said). Every shot, every play, every trip up and down the court gets plenty of positive reinforcement from the stands.

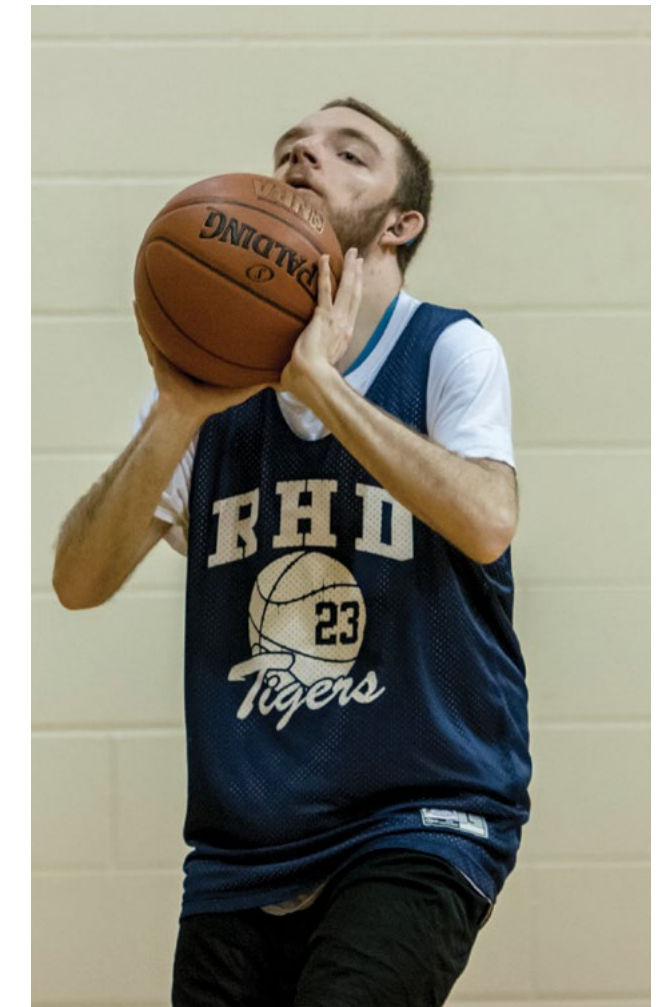
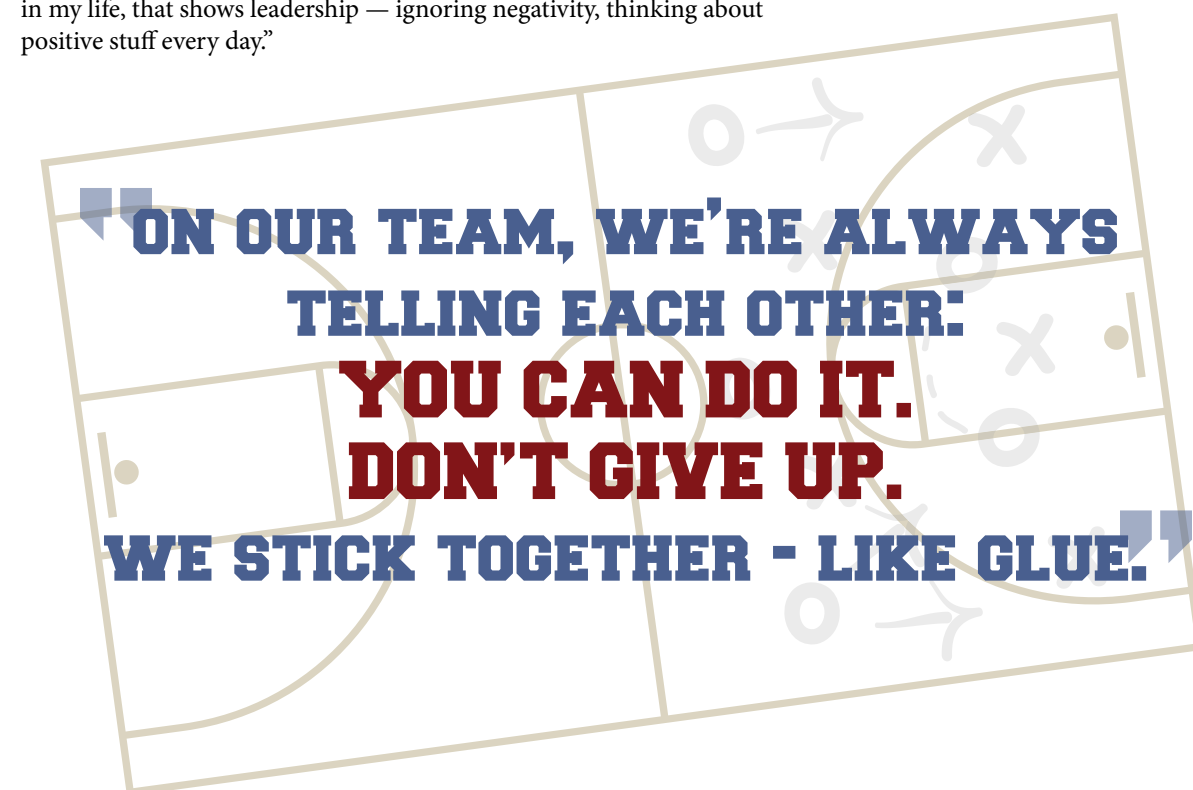
"It encourages them, and we want to perpetuate positivity, positive reinforcement, positive ways to get attention," Ryans said. "This is a good avenue for that. We have individuals who may not have been as social, who may not have known how to engage with their peers appropriately, and we've seen people open up and learn how to work with people they didn't know. This setting has created something that propels them toward being more open, and more willing to socialize."

"Some of our guys have experienced a lot of growth and tremendous progress. Being part of the basketball team has aided in their success."

Chase is one of the first consumers at the gym on gamedays; he wakes up excited and eager to go.

"Playing basketball with RHD has been very important to me," Chase said. "It's exciting. I love being a part of the team. One time I got sick and couldn't play. But I went to the game and cheered for my teammates. That's important."

"Basketball is about leadership. You have to show others that you don't get mad if things don't go your way. That's what's cheered me up in my life, that shows leadership — ignoring negativity, thinking about positive stuff every day."



Kenneth Kauffman | photos

RHD peer support helps people 'find their light'

Brenda at RHD's United Peers shows benefits of RHD's commitment to Certified Peer Specialists in our programs

Dyann Roth, CEO of Resources for Human Development



At RHD's Values Day, where we celebrate the Values that guide us and make note of the successes we see in our programs all across the country, we give the Barbara Foust award to an RHD client who demonstrates exceptional courage, creativity and spirit. This year the award went to a client who is also part of our staff — Brenda Lewis, who is a person in recovery from mental health challenges and who also works as a Certified Peer Specialist at RHD's United Peers.

RHD views peer support as a core component for success in human services. Certified Peer Specialists assist persons in recovery as they work to live as independently as possible. Peers in RHD programs demonstrate and model recovery through education, training as a CPS, and their own lived experiences.

"I came into United Peers feeling like I wasn't wanted and wasn't understood," said Brenda, as she choked back tears. "They supported me and helped me to grow. They helped my family to understand me. I'm grateful for United Peers. I'm grateful to RHD."

"The work that you're doing affects our lives in ways that people may never understand. I say thank you for those who can't say thank you."

You can see Brenda's emotional speech on our website at www.rhd.org/unitedpeers

Brenda and so many other people at RHD programs across the country are celebrated for their unique talents and gifts — but they're also valued for the impact they can make in our services. RHD is committed to using Certified Peer Specialists in its programs at all levels of leadership. At RHD, Certified Peer Specialist is a credential, not a job description. It is a professional role that is transforming RHD behavioral health services. RHD maintains the integrity of the Peer Support model with full-time Peer Specialist Coordinators responsible for providing technical assistance and support.

"The powerful connection of shared experience helps people on their own path to wellness," said RHD Peer Mentor Dwayne Williams.

Peers offer emotional support, share knowledge, teach skills, and provide practical assistance. In addition, Peers work to connect the people they support with opportunities, resources, and other communities of support.

"I use my experience of depression to help individuals I support realize they are not alone in the dark," said RHD Peer Mentor Stephanie McKee. "I help them find their light."

RHD works to develop the roles and responsibilities of Peers in direct services, being mindful of the variety of skills Peers possess and the career trajectory of a Peer workforce. Sheila Hall-Prioleau is a former RHD client at Family House Norristown, a long-term residential treatment facility for women in addiction recovery, who graduated from the program, went to work there as part of the staff, and went on to attain her Bachelor's and Master's degrees.

She became a Certified Peer Specialist and now is a Program Director at RHD's United Peers.

Under Sheila's direction, United Peers has grown to become a thriving program that supports people in recovery from mental health challenges in a community inclusion program staffed entirely by Certified Peer Specialists. United Peers is a recovery center for people with co-occurring disorders who want to enrich their lives through wellness workshops and educational groups and sessions. United Peers serves as an integrating resource for a person's recovery.

"Everything I've been through, I use," Sheila said. "We tell our members all the time: You are not your diagnosis. You can do anything you want."

Sheila and Brenda have an obvious bond. But they're just one example of the value of peer support at RHD.

"I was someone people gave up on and said there was no hope for me, but at United Peers, my whole life has changed," Brenda said. "I've still got difficult situations going on, but I've learned I can do anything. RHD advocates for us. If people support you and want you to prosper, you can."



Kenneth Kauffman | photos



United Peers: At RHD's Values Day, Brenda is honored with the Barbara Foust Award for exceptional courage, creativity and spirit. Brenda is a former client at RHD's United Peers and an example of the benefits of RHD's commitment to peer support and a peer-driven workforce.

RHD IN THE NEWS: CHANGING LIVES, MAKING HEADLINES

For more on these stories and other news about RHD's innovative programs around the country serving people of all abilities, please visit the media center at www.rhd.org.

Philadelphia Inquirer features RHD's Family House NOW: Rehab for mothers and their children allows them to recover together

The Philadelphia Inquirer featured RHD's Family House NOW in a story about substance abuse treatment programs in the Philadelphia area where women can live with their children, so the family can recover as a unit:

"This place saved me life," (Indi Islam) said ... "It sounds cliché," she said, "but it really did."

Family House NOW, founded in 1995, is one of approximately 10 substance abuse treatment programs in the Philadelphia area where women can live with their children. The idea, said Raymond Harrod, Family House NOW's director, is to "teach responsibility and budgeting and more, all while they are taking care of their kids so that it's not a shock to the system when they leave and have to learn it all over again."

Family House NOW is a long-term residential treatment facility for women experiencing mental illness and chemical dependence, and their children. Special components address drug/alcohol addiction, mental illness, life skills, and parenting skills, as well as prevention and intervention for the children. Family House NOW is one of only a few programs nationwide that works with mother and child in a residential treatment setting.

RHD hosts Mayor's Task Force to Combat Opioid Epidemic

RHD hosted the Mayor's Task Force to Combat the Opioid Epidemic for a community listening session. Concerned citizens joined us to help create a plan to address the heroin and opioid epidemic in Philadelphia. RHD has been a leader in fighting opioid addiction since 1972, and specializes in creating and providing trauma-informed, person-centered services that work in any community setting. More info: DBHIDS.org/opioids

Dr. Frank Torrisi, Dental Director at RHD's Family Practice & Counseling Network, and 11th Street Dental Team honored with 2016 Shils Award

Dr. Frank Torrisi, Dental Director of RHD's Family Practice & Counseling Network, and the Dental Team at the Stephen & Sandra Sheller 11th Street Family Health Services, part of RHD's Family Practice & Counseling Network, received the 2016 Dr. Edward B. Shils Entrepreneurial Fund Award. The 11th St. Dental Team was recognized as Outstanding Innovators in Dentistry.

Stephen and Sandra Sheller 11th Street Family Health Services provides quality, comprehensive health services to residents of the public housing units in Philadelphia's 11th Street Corridor. The comprehensive, nurse-led health center is run by the Drexel University College of Nursing and Health Professions in collaboration with RHD's Family Practice and Counseling Network. The center has been recognized as an innovator and a national model of integrated primary care by organizations including the U.S. Department of Health and Human Services, the Robert Wood Johnson Foundation and Institute of Medicine and the American Academy of Nursing. In 2015 the Pennsylvania Dental Journal described the health center as "the wave of the future for health care in that the center cares for the whole person, including their primary care, oral health care and mental and behavioral health."

Community Leaders join global movement supporting RHD's One Step Away in The Big Sell Off

Philadelphia community leaders come together to distribute RHD's One Step Away in Center City alongside homeless vendors during the 2017 Big Sell Off Feb. 16. The Big Sell Off is an international collaboration between street papers in 35 countries, supporting and celebrating the more than 27,000 vendors at 112 street papers worldwide working to change their lives and escape poverty and homelessness.

Bill Anderson of FOX 29 spent the day with Tammy a vendor working with RHD's One Step Away to see how people treat those who identify as homeless or low income. The results made for a moving story on FOX's "For Goodness Sake" segment. Tammy says One Step Away offers her self-respect and pride, and she's working hard to change her life and break the cycle of homelessness.

One Step Away is a voice of advocacy and a source of meaningful income for people experiencing homelessness.

Ella from RHD's DeFuniak Springs featured on book on people with disabilities in the workforce

Ella, a client at RHD DeFuniak Springs, is featured in the new book *Embracing Inclusion: People With Disabilities Enriching the Workforce*.

Ella got a job in the Healthmark Regional Medical Center's dietary department 20 years ago with the help of RHD DeFuniak Springs, a community-based clubhouse model and day program serving adults with developmental disabilities. But she went above and beyond to make the job her own. And this year she was recognized as the hospital's employee of the year.

"RHD helped me a lot, and I'm so glad I have my job," Ella said. "I love working at the hospital. I like working with the patients. People in the hospital, you want to help make them feel better. I like taking them their food, and I talk to them. I like working with everybody. I love my boss, Pat. I do anything she asks me."

RHD DeFuniak Springs is a community-based clubhouse model and day program serving adults with developmental disabilities. The program includes training in activities of daily living, pre-vocational skills, job exploration, volunteer services, work enclaves, community resource utilization, community organization participation, recreation skills, residential rehabilitation, respite care, and personal care services. In 2002, the program expanded to provide supported living services.

RHD's Lower Merion Counseling Services wins CCBHC grant



Lower Merion Counseling Services: RHD is among the first organizations in the country to receive funding for a groundbreaking demonstration program aimed at improving behavioral health services with the Certified Community Behavioral Health Clinic (CCBHC) grant.

RHD is among the first nonprofit organizations in the nation to participate in a new program aimed at improving behavioral health services, with the Certified Community Behavioral Health Clinic (CCBHC) demonstration grant.

The CCBHC grant was given to only eight states, and RHD's Lower Merion Counseling Services was awarded funding for the groundbreaking two-year demonstration program. LMCS is a community-based outpatient mental health treatment center includes psychiatrists and therapists providing comprehensive therapeutic mental health and drug and alcohol services to individuals, families, and groups.

"Increasingly on a national level, health care professionals are realizing the value of understanding that someone's physical health is very much impacted by their behavioral health," RHD Senior Vice President of Strategic Business Development Dennis Roberts said. "When the chance came for a crack at creating a new behavioral health service model, we were first in line. We're all in."

In December U.S. Department of Health and Human Services awarded the CCBHC grant to LMCS.

To be considered for participation in the demonstration program, more than 170 criteria had to be met — including requirements related to staff, availability and accessibility of services, care coordination, scope of services and quality.

The goals of the demonstration program are threefold: To better integrate behavioral health with physical health care; to increase consistent use of evidence-based practices; and to improve access to high quality care for people with mental and substance use disorders — with overall results leading to better care, smarter spending and healthier people.

"What this opportunity will provide us — at any point of entry — is the integration of services," LMCS Director Paula Budnick explained.

RHD's history of innovative services began in the behavioral health field, establishing LMCS in 1970 — it is literally the first RHD program — in response to a community need for outpatient services. Since then, RHD has expanded to meet a variety of needs, utilizing recovery principles in offering services that range from closely supervised housing and intensive inpatient therapy to outpatient counseling and art programs designed for healing through creativity.

The CCBHC grant program is scheduled begin in July, with a two-year span of service during which evaluations based on data from 21 quality measures such as program records, Medicaid claims, managed care encounter data and clinic cost reports will be collected.

"To be a member of a select group of individuals that are going to make a contribution to the improvement of the delivery of behavioral health care services to people across the country is an exciting opportunity," Roberts said.



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Smile!

The Dental Center at Stephen and Sandra Sheller Family Services, part of RHD's Family Practice & Counseling Network, recently began integrating dental and medical care for children, allowing the center to expand services in one of Philadelphia's most vulnerable communities.



2 RHD basketball fosters team spirit that helps consumers thrive at RHD Memphis

About Resources for Human Development

A national human services nonprofit founded in 1970, Resources for Human Development serves tens of thousands of people of all abilities every year with caring, effective and innovative programs addressing intellectual and developmental disabilities, behavioral health, homelessness, addiction recovery and more. In partnership with local governments and those we serve, RHD builds better lives, families and communities.



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