

Getting covered

RHD Navigators help state's uninsured find affordable health insurance with ACA grant

Mei had been trying unsuccessfully to sign up for health insurance for a month. She rose at 5 a.m. every day, believing that was the best time to get on healthcare.gov, and every morning couldn't complete enrollment. Finally she came to RHD and Navigator Emily Lennon, who was able to help. Mei's husband already had insurance, but it didn't cover her or their child; adding them was a special circumstance that required Emily's expertise to negotiate. In a matter of minutes, Mei and her child had health insurance for the first time in their lives.

Mei wanted so much to say thank you, but Emily politely declined offers of lunch or a gift. The next day, however, Mei showed up with a wool hat she'd knitted herself, overnight.

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Kenneth Kauffman | photo

Signing up: Wendy Davis (L), director of RHD's Health Insurance Navigator program, and Laura Line (R), RHD corporate assistant director for health care, answer questions at a forum on healthcare enrollment.



THE QUARTERLY NEWSLETTER OF THE NONPROFIT RESOURCES FOR HUMAN DEVELOPMENT

WHO WE ARE: Resources for Human Development is a national human-services nonprofit with more than 160 programs in 14 states serving those with developmental delays, mental illness, homelessness, and substance abuse and poverty issues. Established in Philadelphia in 1970, RHD is also a pioneer in the development of socially conscious, for-profit enterprises.

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On-time arrival

RHD's mental health transformation moves clients from residential facilities into their own homes — with extraordinary results



Kenneth Kauffman | photo

Sunny side up: Martha has successfully transitioned from a residential facility and is thriving in her own apartment with support from RHD's Team ARRIVE.

Martha negotiates the snow on the sidewalk outside her apartment without complaint. The way she looks at it these days, there's an upside. "Eventually, the snow is going to melt. That's when things blossom, and bloom," Martha said. "That's me. I'm starting to thaw."

Martha is one of almost 200 RHD clients who successfully transitioned from living in a group home to maintaining their own residence in a recent mental health residential transformation initiative spearheaded by the Philadelphia Department of Behavioral Health. In all, Philadelphia-area mental health providers eliminated 300 slots in area group homes; RHD was by far the largest.

Clients who were interested and had the capacity moved from 24/7 residential care into supported independent living in their own apartments through RHD's Team ARRIVE (Achieving Recovery and Rehabilitation with Individual Vision and Excellence), with services as needed.

ARRIVE is the mobile core services team for individuals moving to permanent supported housing in Philadelphia. Utilizing psychiatric rehabilitation, peer support, and intensive case management services, ARRIVE is a community-based service for individuals with mental health needs. ARRIVE supports people as they locate, move into, and live successfully in their own home regardless of mental health symptoms and needs.

"I've been doing this for forty years, and I've never been involved in a better process," said RHD clinical system specialist Ginie Davidov. "A large group of people stayed together, and were committed to the mission. It was a

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Tall order

Andrew overcomes his challenges, and dreams big at RHD's Blank Canvas

Andrew cannot talk. But he heard the praise for his work — people oohing and aahing over the giant sculpture he debuted at the St. Louis Art Fair — and it washed over him. Andrew is an artist at RHD's Blank Canvas Studios, and at the art fair he stood with his family as crowds of onlookers gawked at the 10-foot-tall giraffe sculpture in the center of the gallery, saying a dozen variations of, essentially: "Hey, that's great."

"You know, there are different ways to express yourself," said James Huffman, director of Blank Canvas Studios. "Without him saying a word, you could see it in his smile — the sensation being there and having people validate his work, and himself as an artist, was written all over his face."



Kenneth Kauffman | photo

On display: Andrew, a Blank Canvas Studio artist, was featured at the St. Louis Outsider Art Fair.

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Contact Us

Phone: 215.951.0300 or 1.800.894.9925
 Email: info@rhd.org
 Web: www.rhd.org
 Mail: 4700 Wissahickon Ave., Suite 126
 Philadelphia PA 19144-4248

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 27,000 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.

Whether it's a child in need of a winter coat, a single mother trying to escape a life of abuse, or a man with autism whose life is about to change when he is given that first paintbrush, your contribution will help create a brighter future for these men, women, and children who just need a chance to develop their full potential.

Make this winter season a special one for those who are working toward better lives.

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

Change lives, families and communities for the better. Help Resources for Human Development help people in need help themselves.

NAVIGATOR

from front page

It was a very cold winter, and Emily didn't have a hat. So Mei knitted her a hat.

"People have been so grateful and excited to be able to get help with this process," Lennon said. "It's been challenging for some people, so it's exciting for us to be able to be there for them. I think people are just glad they have someone to turn to."

In August RHD was awarded a federal Navigator grant to provide health insurance enrollment assistance in the ten counties in Pennsylvania with the highest rates of uninsured people. The counties — Philadelphia, Montgomery, Bucks, Chester, Delaware, Allegheny, Lancaster, York, Berks and Lehigh — account for 53 percent of uninsured Pennsylvanians. RHD has been focusing on specific groups and individuals such as low-income working people and their families and others who traditionally have had poor access to health insurance.

A glitchy website rollout only made the Navigator services more crucial, as RHD Navigators helped thousands of people get through the enrollment process and procure access to health care under the Affordable Care Act.

"Every day we see people who are absolutely desperate to get insurance, and who need access to quality health care," said Wendy Davis, director of RHD's Navigator program. "They are our friends, our neighbors, our families, our fellow citizens — and often they have not had health insurance their entire adult lives. It's an honor to help people get access to the health care they deserve."

Altonya has a number of health problems including asthma, high blood pressure and suffered a mild heart attack several years ago. Despite working part time, she has been unable to afford insurance and cannot afford her medications — until now. She was just one of the thousands of people who sought out RHD's Navigators, signing up for health insurance for the first time through the Affordable Care Act.

"I have to pick and choose which medications to get," she said. "I'm excited to enroll. We've been needing something like this."

RHD is collaborating with the U.S. Department of Health and Human Services through a cooperative agreement to provide Navigator services in those ten counties. Together the collaboration implements a multi-level outreach and communication effort that will reach almost 600,000 individuals. These Navigator grantees and their staff will serve as an in-person resource for Americans who want additional assistance in shopping for and enrolling in plans in the federally-run Health Insurance Marketplace.

"Glitches on the website are not going to counter-balance the benefits of getting health insurance," said Laura Line, RHD corporate assistant director for health care. "This is not like going to see the Rolling Stones, where you hurry out and get in line to get your tickets. This is an important decision for people, and we want them to take their time, get as much information as possible and make the decision that is the best fit for them."

"Our Navigators help find health coverage that works for a variety of budgets and individual's needs. We help individuals apply through the Marketplaces to determine their eligibility and enroll in coverage, and eligibility for an insurance affordability program. But it has always been our challenge to get people to be able to access that care. When people need assistance, there will be someone to help them get the health care coverage they deserve to have."

Through the fall, winter, and spring RHD Health Insurance



Get covered: Emily Lennon is one of many RHD Navigators providing information and health insurance enrollment assistance throughout southeast Pennsylvania.

Navigators provided outreach and education to raise awareness about the new Health Insurance Marketplace. The Marketplace is a way to find health coverage that works for a variety of budgets and individual's needs. Health Insurance Navigators will help individuals apply through the Marketplaces to determine their eligibility and enroll in coverage, and eligibility for an insurance affordability program. The Navigators also refer consumers to other assistance programs when necessary.

RHD worked through a broad base of stakeholders and programs throughout the state, working closely with collaborating agencies with extensive networks to reach specific groups and individuals who traditionally have had poor access to health insurance.

Navigators worked with and within these groups and their networks, giving presentations and helping with individual enrollment. Together the collaboration implemented a major outreach and communication effort to reach over half a million uninsured individuals.

"We could not provide these vital services without partnerships across the state," Line said. "We've been very fortunate to work with local organizations social connections are made and care is received, who have extensive local networks, and direct access to the people who would most benefit from the federally-facilitated health insurance exchange."



Helping hands: RHD Corporate Program Coordinator Kate Kozeniewski (L) said working as a Navigator to help people get access to health care is "a great honor."

ANDREW

from front page

Blank Canvas Studios is a creative arts program for individuals with developmental disabilities, providing its artists the opportunity to create and be celebrated for their very special style of outsider art. Blank Canvas, like all RHD programs for artists with disabilities, supports creativity and self-expression through visual arts, music, and community involvement, and provides individuals with the tools and materials to create art and the supports to define themselves as artists.

Andrew presented what Huffman and Blank Canvas suspected might be an interesting challenge. Andrew has an extremely rare form of autism, and he's almost entirely nonverbal. He'd aged out of the program he attended, and his parents were searching for an adult program for him. They found Blank Canvas through word of mouth; as advocates whose opinion they sought kept steering them to the program. They decided to take a tour and were immediately encouraged.

"When we found Blank Canvas, Andrew got kind of excited about all the different ways that he could express himself," said Andrew's mother, Sheila Wattler. "He had always done art — Andrew won awards for his artwork in school — and he always had a place in his heart that he liked to express himself that way. We wanted something for him that he would enjoy, and we wanted something where he'd be around other people, be social and be involved in the community.

"What I liked right away was that everybody was engaged. Nobody was just sitting; everyone was engaged in something. And we were so impressed with the artists. The staff there works so hard at bringing out people's creativity. Everybody has a special something inside them, and bringing it out takes special people. We've found that at RHD and Blank Canvas."

Andrew soon blossomed, both in the studio and out.

"It was apparent right away that this wasn't going to be the challenge we thought it was," Huffman said. "He picked up things quickly, he rolled with the classes, he threw himself into it. He flourished almost immediately and started creating this great stuff. Andrew is non-verbal, but he communicates quite a bit through his art.

"When he first started coming here, Andrew separated himself from the crowd and we didn't see a lot of emotion from him. But very soon, he got much more

in the groove, so to speak. He's made relationships, he's much more involved, he's comfortable with the people here, he's a lot more social.

"One of the cool things about Blank Canvas is that we give people the ability to roam, look at things and decide for themselves what they want to do. We've got a great staff that is willing to say: How about this? No? OK, How about this? Our staff works very hard to give people the opportunity to explore — and find — different things. It's the epitome of individualized service. We don't want people to try to fit in; we want to fit to them. We believe that's the way to draw abilities out of people that maybe they didn't know they had."

Andrew took to sculpture, and plainly wanted to work ... well, big. His art teacher at Blank Canvas, Elizabeth Cannon, would go through images in magazines or online, and when Andrew saw a picture of a giraffe he got very interested. ("Liz has a knack for connecting with people who may have challenges in communicating, and guiding them through the process," Huffman said). Cannon said it was obvious this was going to be his next project. And when he started working, it was clear he was aiming for something lifesize.

Giraffes are the tallest land animals on earth, reaching heights of 20 feet. It would be a massive undertaking in that art projects at Blank Canvas are, like all RHD's creative arts programs, "99 percent artist and one percent staff," as Huffman put it. Staff provides guidance and direction, but the artists can either make the art or they can't — and a sculpture this size was plainly going to be a significant challenge for Andrew.

He had to build it in pieces; the legs separate from the body, the body separate from the neck, and so on — but also be able to work in a way that would make everything fit together. As he worked on the composite parts, he had to maintain the concept of the whole. Cannon was committed to supporting Andrew in this project, and sold Huffman on the idea — she could assist with the wire work for the skeleton so that the piece could stand on its own, and she was confident Andrew could pull it off in papier-mache. Huffman gave the OK, saying with a chuckle: "Well ... we don't do anything small-scale here."

It took weeks. Andrew worked tirelessly, and the staff helped keep the project under wraps until its completion. In June they unveiled it for Huffman, who took one look and said: "Wow. That's big."

It was. And it was a big hit at the St. Louis Outsider



A big hit: Andrew, with his family and his sculpture at the St. Louis Outsider Art Fair, is almost entirely nonverbal. But he communicates through his work — like this piece, which he named "Dumbledore."

Art Fair, where RHD studios in Missouri worked with local partners to help create the largest outsider art show in the Midwest.

The sculpture now graces the main entrance of RHD's central office in Philadelphia.

"We were proud of what he did; we always are," Sheila Wattler said. "But to be there and hear the way people supported him, to hear people stop him and say how great his work was ... well, it was just wonderful. Phenomenal. We were ecstatic.

"He's developing himself, and he's more self-assured. His teachers there are so great with him. He got comfortable there right away. They take a positive attitude with him, nurturing him and his art. He feels like he's accomplishing something important, that he's making something and showing it to the world."

VALUES DAY AT RHD MISSOURI

Each year Resources for Human Development's Values Day — where we celebrate the values that guide us in our mission to empower and support people of all abilities — takes place in Philadelphia, the site of RHD's corporate headquarters. Recently RHD programs around the country began holding their own Values Days. RHD CEO Dyann Roth attended Values Day in Missouri, where clients from the St. Louis, St. Charles and Kansas City area gathered. A client named Rachel sang a song that she wrote herself; when Dyann admired it, Rachel autographed the lyric sheet and presented it to Dyann as a gift (bottom, right).

RHD programs in Missouri provide supported living and creative arts day program services to people with developmental disabilities. The supported living program specializes in a shared home/shared life, live-in companion approach. Blank Canvas Studios, Fine Line Studios and Imagine That! provide adults with disabilities an outlet for unbridled creativity and self-expression through visual arts, music, and photography and community involvement.



Untitled

There are things that people say
Even when the skies are clear
Stary from above
Things we dont want to hear
Some times love can be right
Or at the wrong, wrong time

(A) So Keep your head up
And Stay strong
Keep a hold
It won't be long

(C) Things others say
Aren't always right
We all make mistakes in life
We all fall down
None of us are perfect

(A) So Keep your head up
And Stay strong
Keep a hold
It won't be long

(C) don't go through life
Thinking negatively
It'll pull you down
Think positively

(A) So Keep your head up
And Stay strong
Keep a hold
It won't be long

To my Fak
Love Always
XOXOXO Rachel Vuokko

‘RHD has never been stronger’

CEO Dyann Roth heads RHD’s new Executive Management Team, committed to a vibrant, innovative organization focused on the people RHD serves — and its employees

Dyann Roth grew up at RHD.

In 1991 Dyann joined RHD full time as a Development Associate. She then became RHD’s Organizational Development Coordinator, where she helped create RHD’s Access Team and the corporation’s Leadership Development Program, a dynamic seven-month leadership journey grounded in RHD’s Values. Among her many contributions to RHD’s policies and practices, Dyann helped lead the development of RHD’s Bill of Rights and Responsibilities. Dyann became Director of Corporate Operations in 2008. When RHD initiated its formal leadership succession, Dyann was identified as the next CEO, and formally became the RHD Chief Executive Officer with Bob Fishman’s retirement on September 25, 2013. But her RHD journey began long before that first full-time position.

“I actually started part-time, after school, when I was 15, and worked all through high school and college filling various roles, at Lower Merion Counseling Services and Central Office,” Dyann said. “Each time I had a role, I felt like the piece of RHD I was looking at was the most important. When I worked with New Beginnings programs, I felt like those programs were the most critical pieces at RHD. When I worked in the Access Team, I thought the work we were doing was so crucial, and I got to see so many different programs and departments; that was a really broad touch for the organization. When I worked in the fiscal department, I felt like that was the most important department.

“That helped me understand that every person has the experience that their role at RHD is really essential. And it is. But it’s only one part. So I feel like all my RHD experience has prepared me to see the whole picture. I know there are people fulfilling roles where I haven’t walked in those shoes, so I don’t know what that’s like. But I get that the folks in those shoes feel like that’s the most critical piece of RHD.

“As CEO, I feel like I have an opportunity to connect with more people across the organization who are doing really cool things and are really excited about it. I get amazed every day. I’m so in awe of so many people who are part of RHD; I always feel like I learn stuff from them. There’s a strength that I don’t encounter in other aspects of my life. And now we have an opportunity to learn from each other, support each other and build on each other’s ideas. At RHD, we believe that when you get a group of engaged people together, anything is possible. This role allows me to step back from the day-to-day a little bit, and help people step back from it, too, and say: What are we trying to do? And, what are we excited about? And, in doing that, I get excited.”

Dyann will head RHD’s new Executive Management Team, including Richelle Gunter, Chief Administrative Officer/Secretary, and Todd Silverstein, Chief Administrative Officer/Treasurer. This was the succession plan initiated by Fishman in the spring of 2013. After a five-month period of transition involving the organization’s Board of Directors and its full Management Team, the board announced Fishman’s retirement at the end of 2013.

“Dyann is incredibly smart,” Gunter said. “Her background and skills are in organizational development. She has embraced and been saturated in the RHD Values forever. I think her years of experience growing up with the Values as a guide have really prepared her to lead us.”

Combined, Dyann, Gunter and Silverstein have more than 60 years of experience at RHD. They bring solidity and stability to RHD’s leadership, and are committed to a smooth transition that maintains the quality service for which the organization is known.

“RHD has never been stronger,” Dyann said.

“Working side-by-side with Dyann and Richelle, and becoming the second generation of leaders for this great corporation is really an honor,” Silverstein said. “Quality service is one of our Values, and we hold our Values dear. It has gotten us where we are today.

“The key things that have held us strong will continue.”

The three also bring familiarity with each other, which has been an added benefit.

“I think that one of the things that we joke about is that the three of us are not trying to figure each other out,” Gunter said. “We know each other really well, we like each other, and we have some of the same styles. I’ll send a text at 11 pm, thinking I’ll get an answer in the morning — and five minutes later Todd and Dyann will both have responded. And I’m thinking, why are we up? I think it’s because we’re singularly focused on providing the best service to the people we serve, and to the people who work for RHD, that we can. And we think about it ... Night. And. Day.”

“We’re all in,” Dyann said. “This is an awesome opportunity to serve. We just care so much about doing it well.

“We’re constantly thinking of how we’re functioning as a team, and how we’re thinking through and addressing these complicated challenges that we have. We feel very responsible to figure this out, but we don’t feel responsible alone. The management team as a whole is right there with us, with the emails, never taking a day off, tying in. Todd, Richelle and I are working very hard at being connected to each other. And we’re very passionate about it, but everyone is right there with us.”

Dyann said the Executive Management Team will focus on enriching relationships with RHD’s partners and funders, although they won’t be doing that alone.

“That’s not an executive function, that’s an ‘everyone’ function,” Dyann said. “Richelle, Todd and I have a focus on continuing to build those relationships. But I really believe that most of that relationship building happens at all levels of RHD — being very tuned in to the trends that are going to effect our funders, even before they’re actually being affected, will be important. We have always approached our relationship with our funders as a partnership, and we’ll continue to do so.

“It is always our goal to emphasize the person in the service, and being caring and intentional in how we’re treating those we serve. And, quite frankly, if they ever experience otherwise, we want to know about it. That’s the expectation, and I feel strongly about that.”



“*...we believe that when you get a group of engaged people together, anything is possible.*”

RHD CEO Dyann Roth





Kenneth Kauffman | photo



Kenneth Kauffman | photo

Richelle Gunter, Chief Administrative Officer/Secretary

How did you come to RHD?

“I was a single parent. I was divorced at 30, and went back to graduate school. I was going to Rutgers and was in a clinical PhD program in psychology. I was one of the oldest students — I was 34 years old; they were all 24. It was an incredible experience for me. But I didn’t finish the program. I got to a point where I realized, ‘OK, you’ve got a daughter who needs your attention.’ So I started working at an organization that provided mental health services.

“I started as a therapist and quickly realized that I had in my toolbox a number of things I could use to help people who face behavioral health challenges in the poorest communities in Philadelphia. I went from therapist to the director of admissions, to the mental health director, in just 2 ½ years. And then that company had a huge layoff, and literally in days, RHD had an opening. I dropped off a resume in December, and I started in January.

“My daughter had free lunch, we had to have LIHEAP (Low Income Energy Assistance Program), and all the assistance that you have when you’re making what I was making. We lived like other poor families, with food stamps. And it all changed. It changed my life and my daughter’s life. I was able to put her in a better school. She then goes on to Drexel University and gets a degree. I just feel like if it could happen for me, it could happen for any single parent. Whatever your situation, it can change. It just really all spoke to me about opportunity and placing yourself in the right place for good things to happen to you and ... they happen. I am a woman of faith, but faith without preparation and skill doesn’t get you very far.”

What has kept you at RHD year after year?

“Commitment to the work that we do. The work is shaped by the people we support, and we’re interested in what people wanted for themselves. Hearing that, and being able to support staff in doing that, has kept me energized and has kept me firmly entrenched at RHD.

“The first project I oversaw was Ridge Center, the largest men’s homeless shelter in Philadelphia. We said, ‘Let’s run a shelter and show the city that we can do it differently, and that it can have an impact in a way that we hadn’t seen before.’ And RHD said: OK, Richelle, it’s yours, from proposal to the door opening. We had to have a lot of people involved in every step of this; it was an incredible team. It was July 4 weekend, and en masse we all descended on the shelter. I remember the things that were really important were: How do we demonstrate to everyone that we will create a better, more meaningful service? We’re going to make sure everyone has clean linens, a hot meal, and we’re going to talk to everyone that’s here and find out what they need, and how they want to be supported.

“In my opinion it turned out to be the best shelter in the City of Philadelphia, but it was because everyone was willing to join in and figure out together what we needed to provide. Believe me, it wasn’t all perfect. But when you have people who will join in an effort together, I thought, ‘This is too good, I would never leave a work environment like this.’ I was hooked.

“RHD really is home for me. It is the best place that I could ever work and live out my life’s dream. Having the experience of being some place and believing that it’s perfect for you has been really fulfilling for me. I would like to be able to give the people who work for RHD that same sense of commitment. I’d like for every one of our employees to feel the same way that I feel.”

What message would you give to our government partners and funders, as far as the kind of quality service they’ve come to expect at RHD?

“We want to make sure that the service that we provide is a quality service in the eyes of our consumers and government partners. We’re not assuming that because we say it’s good, it’s good. We want confirmation and affirmation from them that they have the same appreciation for our services that we have had for the past 40 years; as the world changes, we have to change.

“Hopefully we will do a good job of communicating our willingness to improve, change and meet their needs.”

Todd Silverstein, Chief Administrative Officer/Treasurer

What was your career path at RHD?

“In 1992, we got the first Hope 3 grant for affordable housing, and I was brought in specifically for that, as a budget manager, because of the experience and knowledge I had, not only in budgeting, but in real estate.

“When we completed our first Hope 3 grant, around 1995-96, we were the first in the nation. The folks from HUD came up, and we had a celebration. Kim, one of the women from the second house that we settled, was there. She told her story — she was homeless, and she told the story about getting off the street and coming into an RHD program, getting her education, getting her first job, and being able to reach the American Dream, which she never believed could happen for her. Watching the people from D.C. get tears in their eyes was the moment that it clicked for me. I said: This has to be the greatest place to be.”

What’s kept you at RHD through the years?

“Being a budget manager, not only are you working with the numbers and doing the analysis, but in order to do a good job with it, you have to get out into the field. You have to look at and understand the program and see how it really works. It’s such an amazing experience to see the great work we do in the programs, and the way our staff makes an impact on people’s lives every day. The more we can do that, the more it becomes really family, and home, and the values that we work hard at living by.”

In this leadership transition, how do you carry on the legacy of the previous 40-plus years and still make your own mark?

“The corporation started, and has been really based on, the values and the culture that has been created through the leadership of Bob Fishman (RHD’s first CEO) and was co-created by so many people that came here and helped build RHD into what it is today. My belief — and I think the belief of everyone here — is that those values and that culture are embedded in the corporation, and they’re a main reason why we’re so successful. The mark I want to make, along with my partners, is to make sure that continues. The key things that have held us strong will continue.

“One of the things that was told to us by Marv Weisbord, the director of Future Search and an RHD board member, was that no company in the world has ever completed a second generation without changing the culture. That’s one of the things we want to leave behind — let us be the first, to keep RHD’s values and culture as strong as it is today.

“That’s why the highlight every year for me is Values Day, when you get to see individuals we serve and staff come together and celebrate. The things that we do with Values Day, with the values meetings, to keep those things going — that carries the legacy and keeps RHD running very similar to the way it’s been. We are a place that gets people involved, where people can be listened to, where people have the opportunity to question authority and give their ideas. And we always will be.”

What makes RHD unique?

“The biggest thing, I think, is the values. They’re not just on the wall. Of course we’re not perfect. But we strive to be. The other part is that we’re not a top-down corporation. We’re actually from the bottom up.

“Perfect example — when Hurricane Katrina hit, the staff in New Orleans had to make decisions fast. They didn’t have time to call up and say: Can we do this? Can we do that? They went to Texas, or Tennessee, and made the decision not only to take the individuals that we served, they took their families and their pets. Then we made sure they had what they needed, and that they were supported.

“That means something, that people feel empowered throughout RHD because decisions are made at the local level. People don’t have to come to management and ask — can we do this, or can we do that? Of course you have restrictions. But if it’s in your budget, and you’re legal, you’re complying with every rule and regulation, and you’re providing the highest quality care for our clients, the local team should make decisions on how to manage the program. And I think that’s a huge difference between us and other companies out there.”



Kenneth Kauffman | photo



Kenneth Kauffman | photo

Transformation: Martha talks about her journey from RHD's Womanspace to her own apartment, with support from Team ARRIVE: "Pinch me. It feels like it can't be real, but it's real. RHD saved the day, for me. They saved my life."

ARRIVE

from front page

remarkable process."

RHD opened a new service while simultaneously closing others, but maintained quality services for the clients in a time of major transition. The process was relatively seamless and wildly successful; the hospitalization rate during the transformation was less than 5 percent, and 179 clients were able to transition successfully to independent apartments within 18 months, with services and support from RHD as needed.

Martha was a resident at RHD's Womanspace, Philadelphia's only female residential treatment program for dually diagnosed, chronically homeless women, before transitioning to her own apartment with support from Team ARRIVE.

"Sometimes it's a little scary, because I've never done this before," Martha said. "I didn't want to leave (Womanspace). But I said to myself, it's time to go do what they taught you. I had to learn how to maintain myself, how to pay my bills, how to go into the kitchen and cook something to eat, how to bathe every day, how to care for myself.

"I wanted to be free, to be happy, to be normal. I didn't even know what normal was — but I knew I wanted it. The day I was able to turn the key and walk through a door into something that was all my own? I mean ... pinch me. It feels like it can't be real. But it's real."

These days Martha dances in her living room, putting on some music that moves her and dancing a joyous, wild dance on hardwood floors in her socks.

"RHD saved the day, for me," Martha said. "They've saved my life."

"A lot of the success has stemmed from the unwavering hope and belief that all people have the capacity to learn, grow and live as meaningful and integrated members of the community," Team ARRIVE director Juliet Marsala said. "It has been an honor to work with so many who keep these beliefs in the forefront of supports provided."

Shannon Swope is a Certified Peer Specialist with Team ARRIVE. She went through her own journey to independent living with RHD's SALT (Supported Adult Living Team) and now works with clients making a similar transition.

"I know exactly how they feel; the people that I work with, sometimes I tell them what they're thinking before they can even say it," Swope said. "One of my very first participants at Team ARRIVE is a 70-year-old woman who had never lived on her own. Ever. I worked with her from Omni House when Omni House shut down, and within one year this woman was living on her own.

"She was someone who was saying, 'I can't do this. You guys don't understand. I've never lived on my own. I've always had someone taking care of me.' Then one day she said to me: 'You know what, Shannon? I think I'm ready not to have you any more ...' And she meant that in a good way, you know? I see her all the time now, and she's just like, 'Yup. Still doing it!' And that's why I do this."

RHD worked with a number of landlords and realtors to help clients choose the apartment that fit them.

"I have seen these participants complete their journey, overcoming various obstacles and setbacks to reach the final chapter of the housing process," said Jackson Duncan, a realtor who worked with RHD to help ARRIVE clients attain their own apartments. "There is no greater feeling in this business than handing the keys to one of these individuals, and seeing the smile on their face as they enter the next phase of their lives."

RHD staff began with an assessment of all the people in its care and assembled teams to create mobile services, including mobile psychiatric rehab and certified peer specialists. RHD also opened United Peers, a peer-run education, support and community inclusion program.

"It had to be something they wanted for themselves, and didn't feel pushed to do," RHD Corporate Program Coordinator Jamie Moshe said. "If they wanted to, but didn't feel they could, we made sure there was support for them to help them

with the transition. We were bringing services up, and closing them down at the same time, which never happens. But with the support of management, programs, budget, compliance, everyone, we made sure each piece was covered."

RHD staff was also asked to fit into new roles, which required training, communication and career counseling.

"There were a gazillion moving pieces," Moshe said.

In all, residents remained healthy and safe, the work force improved with more skillful service provision, and service provision was more fiscally responsible. Susan Fleetwood moved from SALT to become tenant services coordinator at Team ARRIVE.

"I love seeing people move toward independence, and we're all proud to be able to assist in that process," Fleetwood said. "This feels very much like a start-up, where we're building something new, and coming up with innovative ideas to make it happen. But it's very much in keeping with the RHD values, in that the direction of the services comes from the participants. We're not pushing them, we're not pulling them. We're walking side-by-side with them."

Among the clients Fleetwood is currently working with is Ralph, who is a resident at La Casa, a residential facility for men experiencing chronic homelessness with serious mental health challenges. With Team ARRIVE, Ralph is getting life skills training, wellness workshops and intensive case management to support his recovery. Ralph and his peer support specialist Leo Watts from Team Arrive are getting ready for his move into his own place.

"This is the best thing that ever happened to me," Ralph said. "I'm 58 years old, and I didn't know I could still learn things in life from a young man like this. But he's been there through the good and bad with me, whenever I've needed him.

"I'm doing a lot more on my own now, and I'm a lot more confident. RHD and the people at ARRIVE, they're a godsend."



Packing up: Ralph (R), is getting ready to move into his own apartment after working with Team ARRIVE peer support specialist Leo Watts (L). "RHD and the people at ARRIVE, they're a godsend," Ralph said.

CHANGING LIVES, MAKING HEADLINES

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

RHD's Creating Increased Connections nominated for 2014 Thomas Scattergood Foundation Behavioral Health Innovation Award for Hearing Voices Initiative

RHD's Creating Increased Connections and its the Montgomery County Hearing Voices Initiative has been nominated for the 2014 The Thomas Scattergood Behavioral Health Foundation Innovation Award. Each year The Scattergood Foundation recognizes innovations that challenge how behavioral healthcare is currently viewed, organized, and practiced through the creation of catalytic concepts, products, processes, services and/or technologies. The winner receives a \$25,000 grant for its program.

The Montgomery County Hearing Voices Initiative evolved largely from the efforts of RHD's Berta Britz, a peer specialist at RHD's Creating Increased Connections. In her mission to eradicate her voice hearing, she tried conventional approaches and subjected herself to experimental procedures. Berta's search for alternatives introduced her to the work of Marius Romme and the World Hearing Voices Network. What she learned transformed her life, and she committed to sharing it with others. Through the support of Resources for Human Development and the Montgomery County Office of Behavioral Health, what was initially one person's creative effort to seek change has evolved into a system effort to promote collaboration between voices hearers and professional supports and collaboration between voice hearers and their voices. The Montgomery County Hearing Voices Network is an alliance of voice hearers, families, professionals and county administrators. This umbrella organization promotes system wide education and the proliferation of self-help groups.

Cynthia Brooks of RHD's Endow-A-Home nominated as Philadelphia Inquirer Citizen of Year

RHD's Endow-A-Home is celebrating 25 years of moving mothers with children from homelessness to home ownership. One of the most successful homelessness programs in the country works in large part due to the extraordinary efforts of its director, Cynthia Brooks. This year Cynthia was nominated as *The Philadelphia Inquirer's* Citizen of the Year. From the *Inquirer's* editorial:

With the selection of The Inquirer's Citizen of the Year — marking the 10th such honor — this year's list of nominees demonstrates the familiar compassion, breadth of interests, and enthusiasm for making the Philadelphia region a better place. The nominees' causes include helping the hungry, jobless, and homeless; stemming violence; promoting equality; improving health care; and increasing international understanding ...

The efforts of another nominee are focused closer to home and on the importance of a home. The Endow-A-Home program run by Cynthia Brooks, which has been around for a quarter-century, has been hailed for its work helping formerly homeless women complete their education, escape domestic violence, and make a fresh start.

Endow-A-Home moves head-of-household women from homelessness to home ownership. Endow-A-Home targets women who are motivated to lead successful, independent lives, and provides affordable housing and case management services to help them achieve self-sufficiency.

RHD wins three XCEL Awards at National Association of Case Management Conference

Resources for Human Development took home three XCEL Awards from the National Association of Case Management Conference in Atlantic City, N.J. Each year, NACM gives out XCEL Awards to recognize outstanding achievements by individuals and organizations providing case management and service coordination. Only one award nationally is given in each category.

Owen Camuso of RHD's FaSST/Connections won as case manager/service coordinator, Rachel Curry of RHD's Rochelle Family Center won as case manager/service coordinator supervisor. RHD's Reach-in C.A.R.E and LA-SAFE in Louisiana won the organization award. Toni Bonvillian, the director of Reach-In C.A.R.E, accepted the award. "This is a wonderful honor, but we certainly share it with the Jefferson Parish Human Services Authority and the Jefferson Parish Sheriff's Office," Bonvillian said. "This partnership makes an amazing difference in the community."



Award winners: RHD XCEL Award winners at the National Association of Case Management Conference (from left): Owen Camusco of FaSST/Connections, Toni Bonvillian of Reach-In C.A.R.E., and Rachel Curry of the Rochelle Family Center.

RHD's One Step Away wins North American Street Newspaper Award

RHD's *One Step Away*, Philadelphia's street newspaper produced and distributed by people experiencing homelessness, has won a North American Street Newspaper Association award. It is the first NASNA award, and the second win overall for *One Step Away* since it launched in 2010.

One Step Away won for "Best Interview," for a Q & A with University of Pennsylvania Professor Dennis Culhane. Arguably the nation's leading expert and researcher on homelessness, Dr. Culhane sat down for a lengthy interview with *One Step Away* editor Kevin Roberts and writer and vendor Erik Younge — who was himself homeless at the time.

"The member publications of the NASNA produce outstanding journalism every day, and to be recognized like this is a great honor," Roberts said.

Today Erik has a job and his own housing. At the time of this interview, he was *One Step Away's* most prolific writer and a regular presence on the newspaper's front page. He still contributes to *One Step Away* occasionally.

"A lot of great things have happened to me because of *One Step Away*," Erik said. "It's been a very rewarding experience. I'm proud to be a part of it."

RHD health center at Drexel creates health care's future



Kiera used to hate going to the dentist. But now she never misses an appointment at the Stephen and Sandra Sheller 11th Street Family Health Services Center, a unique partnership between RHD and Drexel University that has revitalized a Philadelphia neighborhood and provided much-needed care to the community.

"I've been going to 11th Street since they opened, and my four children also go there," Kiera said. "The dental department is excellent. I've always been fearful of the dentist until I started going there. They talked to me, helped me relax. They taught me how to breathe, take deep breaths and relax.

"My children love going to that dentist. They make them feel comfortable. I have a great niece that was very fearful of the dentist. She had a lot of cavities. I started taking her to 11th Street, and they fixed her teeth. She loves to smile and show off her teeth. She loves going there. It's a great dentist, and a great place to take your family."

11th Street is a nurse-managed health center that provides primary care, behavioral health, education, prenatal care, family planning services, community outreach, and advocacy in North Philadelphia. Drexel University's College of Nursing and Health Professions most directly oversees the center, but many community partnerships come together to provide the vital services for which 11th Street is known. Launched in 1998, 11th Street became a Federally Qualified Health Center in 2002 through a partnership with RHD's Family Practice and Counseling Network.

This year 11th Street is expanding its dental facilities in response to the expanding needs of the community. The facility received 6,805 dental visits last year, and the waiting list for care for a non-emergency appointment is four weeks. In the North Philadelphia neighborhood where 11th Street operates, more than 45 percent of adults have not had a dental visit in the past year, and 27 percent of children of children have received no preventative dental care.

"Our dental clinics are a dental home for our patients, a place where they can feel welcome and comfortable receiving the care they need," said Ariel Adams, the FPCN center director of 11th Street Health Care Services. "11th Street represents the future of health care, especially for underserved populations, in that we care for the whole person, including their primary care, oral health care and mental and behavioral health."

"We help connect people to services they need. Our staff includes nurse practitioners, psychiatrists, psychologists, nurses, social workers, therapists, dentists, hygienists, outreach workers, midwives, health and nutrition educators and other specialists."

The expansion campaign will allow 11th Street's to improve outreach and access for children and adults.

"This expansion will nearly double our capacity and allow us to provide much-needed dental services to an expanded patient base in this community," said dental director Frank Torrisi. "It's a very exciting project, and I'm honored to be a part of it."

Walk this way



Carol, a client at RHD's Progress Haven, volunteers in Philadelphia's "Safe Corridors" program, working as a crossing guard making sure children safely board the proper bus each morning. Progress Haven provides housing and transition services to chronically homeless couples. While Carol works toward attaining her own housing, she enjoys giving back to the community. She reports to her post every day at dawn. "I like that I can do something that helps keep kids safe," she said. "I can't watch every corner in the city. But children are safe on my corner."

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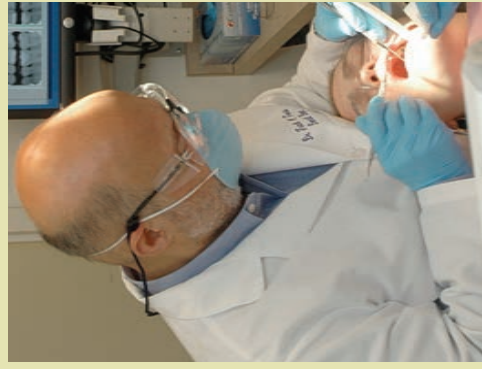
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About Resources for Human Development

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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