

# In the big leagues

## RHD's FaSST/Connections helps Abraham trade the shelter for job with the Phillies

Abraham took a deep breath and stepped gingerly onto the field at Citizen's Bank Park, the home of the Philadelphia Phillies. A lifelong baseball fan who grew up dreaming of playing for the Phillies, Abraham had overcome homelessness with support from RHD's FaSST/Connections program and his journey had taken him all the way here — to the infield dirt of a place he feels is hallowed ground.

The amazing thing for Abraham is, he works here now.

Abraham was living in a Philadelphia homeless shelter, working with FaSST/Connections, an RHD behavioral health care unit that provides evaluation, linkage, and coordination of services to individuals and families living in various shelters. FaSST/Connections resource coordinators work to provide advocacy, ongoing support, and empowerment to people working to break the cycle of homelessness.

The Phillies were coming to the shelter to serve a holiday dinner

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**Getting a chance:** With support from RHD's FaSST/Connections, a behavioral health unit working in Philadelphia's homeless shelters, Abraham parlayed a chance meeting with the Phillies general manager into a job with the team.



### 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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## RHD's CHOC gets a new home

### Santander gift supports services for CHOC clients

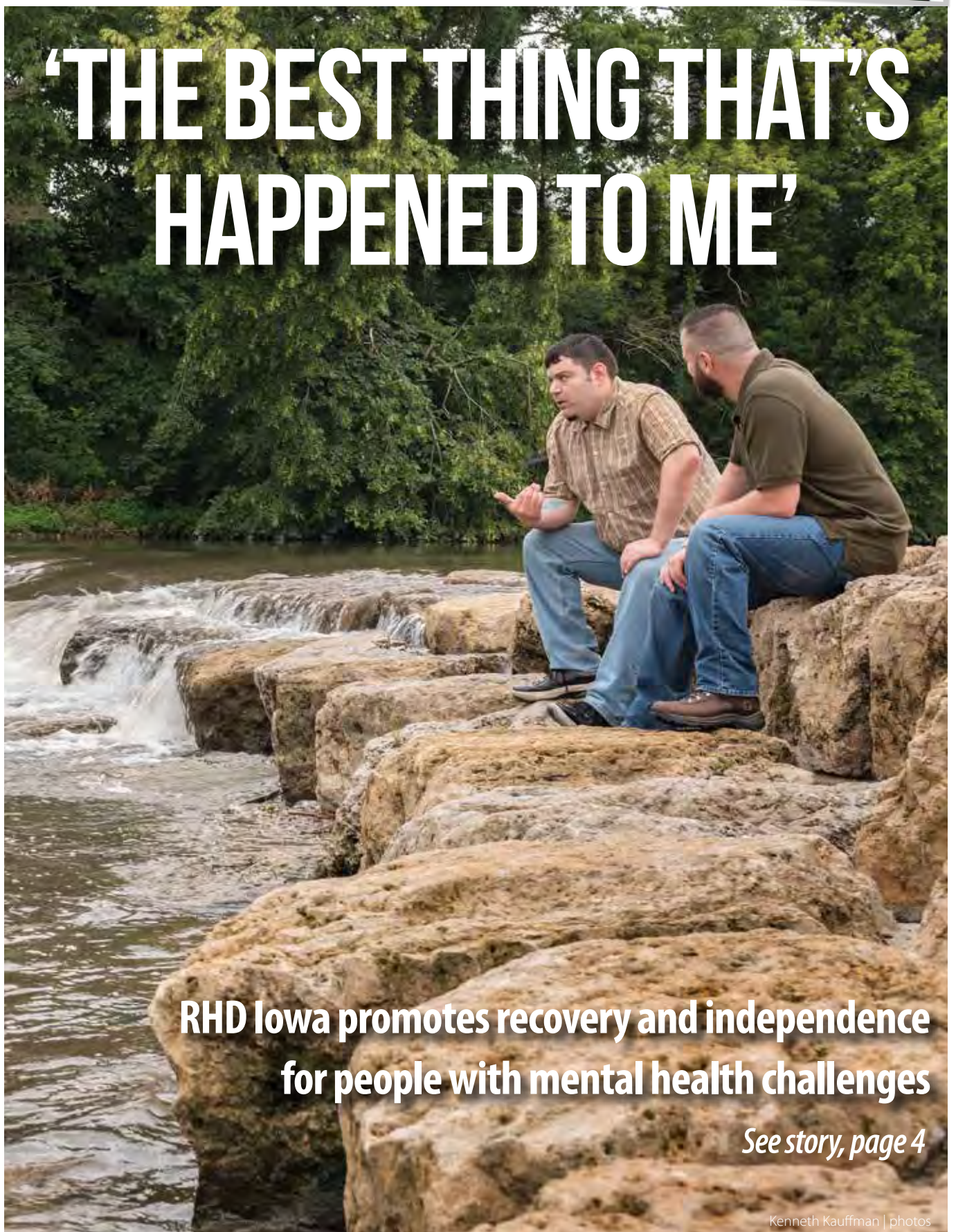
RHD's Coordinated Homeless Outreach Center is getting a new home.

CHOC, the only year-round, 24-7, emergency housing service for single adults experiencing homelessness in Montgomery County, moved into a new facility that will provide expanded services and a safe, welcoming space.

Santander Bank is helping CHOC settle into its new home with a gift supporting opportunities for financial independence and stability. Santander's gift of \$25,000 will be used to fund literacy training that helps clients learn skills that support obtaining, and sustaining, permanent housing.

"We are deeply grateful to Santander for their support," said CHOC Director Genny O'Donnell. "Every day people in Montgomery County rely on CHOC for essential services, and now we're in a better place to do that. The generosity of those who believe people deserve the dignity and respect housing provides is invaluable to us."

In addition to emergency shelter, CHOC provides street outreach, service counseling, transportation, rapid rehousing, meals, clothing, life skills and benefits counseling.



## RHD Iowa promotes recovery and independence for people with mental health challenges

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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](mailto: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](http://www.rhd.org) to donate online.**



**In the big leagues:** Abraham works at Citizens Bank Park, home of his beloved Phillies, as a prep cook and dishwasher as part of the ballpark's kitchen staff.

**FASST/CONNECTIONS**

*from front page*

as part of the team's community outreach in Philadelphia. That meal led to a chance meeting with the Phillies general manager, and an opportunity for Abraham.

"I feel blessed," Abraham said. "I think of how long I was on the streets or in the shelters, and how I got there — all I try to do is make sure I don't get back in that situation. I feel blessed at how far I've come, because of the work I did. I got here because I did a lot of work, but I was also blessed with a lot of help."

Abraham was looking forward to the Phillies' visit; hopefully someone in the group at the shelter that day would be someone he could talk to about a job. But he didn't have any idea how to go about it.

Abraham had experience as a dishwasher and prep cook, but hadn't worked in more than a year. He got help from the staff at FaSST/Connections, who worked with him on his resume ("I had a piece of paper with a list of jobs on it," Abraham said. "They helped me turn that into a professional resume"), coached him on interviewing skills and encouraged him to go for it.

"I was nervous," Abraham said. "I was very hesitant, but they were behind me."

That Phillies group that day included General Manager Matt Klentak — himself hired just a month before. Abraham approached him at the shelter, introduced himself, handed Klentak a resume and said he'd greatly appreciate it if there was anything Klentak could do.

"What Abraham did was really brave," said Christina Jordan, FaSST/Connections supervisor.

"January went by, and I didn't hear anything," Abraham said. "February went by, and I didn't hear anything. I thought, well, maybe he didn't even look it at. Maybe nothing was going to happen. Then (Kathy Killian, Phillies VP of Human Resources) came to see me. When I asked her why, she said Mr. Klentak just kept on bugging her about me."

Klentak had taken Abraham's resume to the Phillies HR department and asked them to take a look — if he could do the work. Abraham not only had the skill set, he quickly impressed everyone with his work ethic. He was hired as a dishwasher, but soon advanced to prep cook and is now a regular member of the kitchen staff.

"He's doing a very good job," said Rik Milton, the Phillies' lead chef. "He really contributes — he's learned how to use the forklift, so he can help out that way, too."

"He's dedicated. All you have to do is tell him what to do and he jumps right on it. He does everything — he does the dishes, sweeps the floor, does prep work, he does whatever you ask him. His work ethic is really good."

"He's doing the work to get himself on the right path, and we're glad to be a part of that."

In fact, when FaSST/Connections helped Abraham attain his own housing, people at the Phillies helped him outfit his new apartment, from kitchen supplies to a new TV.

"I'm glad I got this job," Abraham said. "I'm amazed



every time I come in, but when I get here it's a job. I'm here to work. I jump right in."

Are there some perks? Sure. Like the day Abraham got to meet Phillies legend Mike Schmidt.

"He's the reason I first started liking baseball," Abraham said. "I just said 'hi.' That was all I could say!"

And, almost every day, the Phillies general manager pokes his head in and checks on Abraham — saying hello and seeing how he's doing.

With support from FaSST/Connections, Abraham has reunited with his son, is able to maintain his housing and picked up another job — he's returned to Our Brother's Place, the emergency shelter where this story began, to work as a chef in the kitchen there.

"Some people might have a hard time returning to the shelter to work, because it's a place you might connect to a traumatic experience," Jordan said. "But he was so positive through it, he was able to develop a sense of community there that allowed him to return."

"The people at FaSST/Connections have helped me a lot," Abraham said. "They helped me with housing, with getting this job, they helped me put my resume together, get back and forth to work, doctor's appointments, money management. They keep me on my toes ... they've been a big part of my help."

Emily Mann, a resource coordinator at FaSST/Connections who works with Abraham, said she hopes other men in the shelter see Abraham as an example.

"He's the sweetest person; he's like a ray of sunshine," Mann said. "Every day he comes in, he stops and talks to the guys he used to live with, and tries to encourage them. He's definitely a role model for people."



Kenneth Kauffman | photos



# More than summer fun

## RHD's Woodstock Center summer camp enriches children's lives through activities and academics

Amid the happy sounds of children playing outside on a hot, sunny afternoon, 12-year-old Ra-Gina stopped to reflect on her recent trip to Dorney Park.

"It was awesome!" she said. "I got to ride all the rides — even the waterslide!"

While some children might take such an excursion for granted, it was one of many new experiences that made for an unforgettable summer for Ra-Gina. She and her mother are residents of RHD's Woodstock Family Center.

"We provide emergency shelter for women experiencing homelessness, with their children — 64 heads of households and their children at any given time, and the number fluctuates," Woodstock Director Dr. Michelle Burns said.

In the past, Woodstock offered a loosely-organized summer program for young residents. But Roslyn Robinson, Children's Education Coordinator, had a much bigger vision for Camp Woodstock 2017. Thanks to a donor who believed that Woodstock was worth the investment, that dream came true this year.

On June 20, 17 campers reported for their first day of activities, academics and excursions.

"They love it and they feel valued," Robinson said. "Giving them a smile, a high-five, a T-shirt, a book bag — the pride they have. It's amazing."

During the six-week program, more than a dozen volunteers from Camp Fuge, a national mission-based Christian organization, assisted with daily set-up and breakdown. They also helped Woodstock campers cycle through different activity zones, including sports, snacks and crafts.

"I made a pillow, a jewelry box, a vase and foam creations during craft time,"

exclaimed Ra-Gina.

Trinity, Ra-Gina's best friend, enjoyed one of the less-traditional camp offerings.

"I like doing the money management class because it's fun and helps me plan for the future." Trinity said.

Statistically, children living at or below the poverty line are three times more likely to experience the so-called "summer slide," falling behind in reading and math during the summer break. To help combat that phenomenon, Camp Woodstock included an academic component, with individual tutoring and a Money Matters class. During the class, children learned how to save and budget with pretend money. At the end, they were given real money to spend during a surprise shopping trip.

"Research shows that when you involve children in activities over the summer, it helps with their social and emotional development, and it also continues to support their enrichment in learning," said Burns. "So when kids have a break in the summertime from their educational activities, camp helps continue to stimulate the mind."

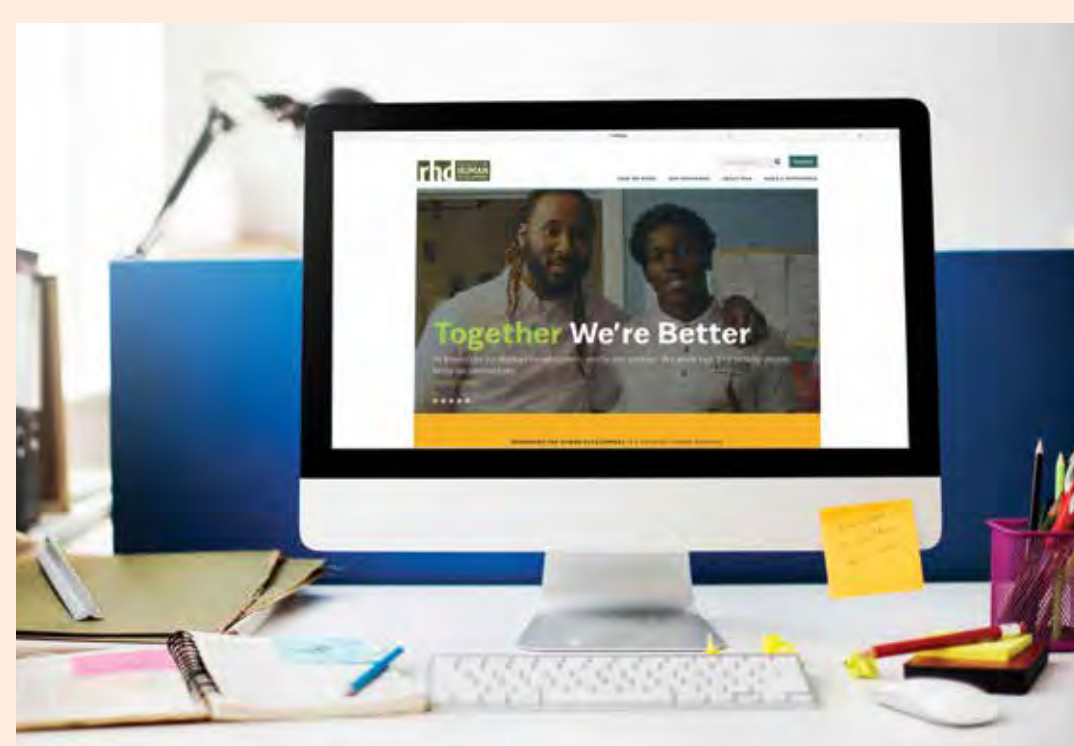
The mothers of Woodstock campers were also given enrichment opportunities through women's empowerment classes and crochet instruction.

After the success of this year's Camp Woodstock, organizers hope to continue to grow the program.

"If the funding is there, we'd like to see it go to a higher level," Burns said. "We recently had the same donor purchase 14 computers for our computer lab. So next year we'll be able to add that technology and literacy part to their day. We are very grateful for this kind of generous support."

As the afternoon activities wound to a close, Ra-Gina and Trinity rejoined their friends, laughing and playing in the carefree spirit of summer. It's exactly what Robinson had hoped for when she imagined the potential for Camp Woodstock.

"Normalcy and escape. When they're out here, they forget," Robinson said. "If we can accomplish that for the kids for a few hours, we did our jobs."



## Check out RHD's new look

RHD is happy to invite you, our valued partner, to visit our new website at [www.rhd.org](http://www.rhd.org), and check out our new look — designed with your needs in mind.

As RHD has grown, it's important to deliver a better user experience to all our government partners, donors and funders, as well as RHD clients, families and caregivers looking to find out more about RHD and keep up with all the developments in our 160-plus programs across the country.

Our new site showcases more intuitive navigation and an easier way to learn about RHD's trauma-informed, person-centered services — and how to bring RHD to your community. You'll find numerous case studies and success stories, as well as new RHD videos and a look at how RHD is making headlines with ground-breaking services, and connect with RHD through our social media.

RHD's new website will give us a fantastic platform to build on, as we continue to create and deliver innovative, quality services that support people of all abilities wherever the need exists. Please visit us at [www.rhd.org](http://www.rhd.org) to see how RHD empowers people as they achieve the highest level of independence possible with trauma-informed, person-centered services that help build communities, and change lives.



*"I was in a bad situation and I began to feel isolated and hopeless. Then along comes RHD ... I'm so grateful to be in this program. It's better than winning the lottery. These people care. They hear me. It's a journey, but I know they're beside me. I don't feel alone anymore. I don't feel the isolation. I don't feel like a freak. I just feel human. I've been humanized."*

*Philomena, a client at RHD CROSS ACT*



# RHD IOWA: 'BEST THING THAT HAS HAPPENED TO ME'

In the middle of Manchester, Iowa, there's a river. The Maquoketa River runs through the downtown district; next to the river there's a gazebo. In the middle of the gazebo is a long table where people can enjoy the serene and peaceful surroundings, sit and talk and visit and, just occasionally, get a small piece of the support they need to build successful lives in the community with help from the staff at RHD Iowa.

"Our office," said Care Coordinator Marty DeCamp, "is wherever our clients need us to be."

With two Assertive Community Treatment (ACT) teams and a Residential Intensive Support Team (RIST), RHD Iowa promotes recovery and independence for people with mental health challenges, helping people build life skills and self-confidence and removing as many barriers to independent living as possible.

Across the state almost 200 people get community-based services and supports from RHD.

DeCamp sits with Life Skills Specialist Aaron Cavalier and checks in with David, a client who lives in a nearby apartment and receives in-home services.

"I've changed my life quite a bit with support from RHD," said David. "They're the best thing that's happened to me in a long while."

Cavalier arrives after having met with Mark, who wanted a walk along the water. Mark points out a particular spot that is his favorite and says: "Good fishing. I've caught some fish here."

"I still have my ups and downs, but I'm doing good," Mark said. "They've helped me a lot."

From there Cavalier and DeCamp meet up with Calvin, who is walking his dog, Dino. Calvin, like most of the people RHD supports in Iowa, moved from costly long-term institutional settings to supported living in his own apartment.

"I'd be homeless without RHD," Calvin said.

"The staff comes to see me three times a week; they're available by phone, any time I need them," said Jamie, a client at RHD RIST in Cedar Rapids. "Even after hours, they have on-call, so that's very helpful."

"They talk with me, through my decisions, they help me make better decisions than what I would normally make. The staff has been extremely important in my life. They're always there, and they're generally interested in my overall wellbeing and what happens to me."





*“Before I was with RHD, I was living on the streets, by myself, living out of a backpack. Ever since I got involved with RHD, they’ve been helping me with everything in my life, pretty much. Medication. Housing; I have my own place now. It’s amazing, to have someplace to go. No matter what, I get to go there — it’s my place.  
“My life has changed considerably. My life’s a lot better since I came to RHD.”  
Cody, a client at RHD ACT in Waterloo*

RHD CROSS ACT serves the seven counties of the CROSS MHDS region, while RHD Iowa ACT in Waterloo supports participants in a 30-mile service territory. RHD’s ECR RIST program supports participants across the nine counties of the East Central Region, with an office in Cedar Rapids. RHD supports 12 ACT teams across the country.

Assertive Community Treatment (ACT) is an evidence-based, best-practice model of service provided through an interdisciplinary team to ensure a recovery-oriented system of care. ACT is available 24 hours a day, seven days per week, and is prepared to carry out a full range of treatment functions in the participants chosen community. The ACT team consists of the following members: master’s level mental health clinicians, registered nurse, substance abuse specialist, vocational specialist, psychiatrist/ARNP, peer support specialist, and a program assistant.

Team members work together with the individuals served to promote symptom stability and appropriate use of medication; restore personal, community living and social skills; promote and maintain physical health; establish access to housing, work and social opportunities; and help maintain the highest possible level of functioning in the community.

RHD Iowa RIST provides in-home services and supports to participants diagnosed with serious mental illness. RHD’s RIST model is based on the common belief that responding to the basic good and strength in people creates the best opportunity for maximizing positive individual commitment and responsibility. This approach applies to consumers, families, and staff alike. RIST provides the holistic services needed to maintain independent living with community integration for individuals experiencing homelessness, chemical dependence, and mental illness.

In the Iowa RIST program, clients have achieved a 71 percent housing retention rate, while 76 percent of the individuals have not experienced a hospitalization and 82 percent have not experienced legal intervention or incarceration.

“The people we support are the central and driving force of the services we

deliver each day,” said Gina Hiler, RHD Midwest Regional Director, who oversees RHD programs in Iowa. “RHD wraps services and supports around people in a responsive and personally-developed way. We support each participant in building their life in their chosen community — a life defined by the participant and supported by each member of RHD’s staff.”

RHD ACT teams create support and treatment in a community setting, working to enable individuals with mental illness to live in their community to the fullest extent and to achieve recovery.

“We meet the clients where they are; we meet them in their homes, or wherever they feel comfortable,” said Sharice Bell, RHD Iowa Peer Specialist. “Everything is client-based. Whatever the client needs, whatever might help them on their road to recovery, that’s what we do.”

RHD is committed to using Certified Peer Specialists in its programs at all levels of leadership, and 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.

“A lot of what I do is talk people through what’s going on in their lives, what kinds of instances they might be facing,” said Thomas Kullen, a Certified Mental Health Peer Support Specialist at RHD ACT in Waterloo. “Depression and isolation are best friends. To be stuck, isolated, definitely triggers depression — or whatever people’s mental illness might be. We make sure we’re there for people.”

Said Cody, a client who works most often with Thomas: “I talk with Tom in ways I don’t talk with anybody else.”

Philomena was not only Sharice’s first client, she was among the first clients to walk in the door at RHD CROSS ACT.

“At the beginning, I was skeptical — like this is too good to be true,” she said. “They keep saying: We’re a team. I fall, and I get back up, and they’re there. It’s good knowing you can talk to people who speak your language. You can rely on the people here. They won’t let you down.”

*“Before I came to RHD, my life was pretty much a mess. I didn’t really do anything to take care of myself, I didn’t have anybody there to really care. At RHD, my staff helps motivate me to do better things in life. It always brings me joy when I see them. It makes me feel good to know there’s somebody who cares, who thinks that I matter.  
“Without RHD, I wouldn’t be here.”  
Jamie, a client at RHD Iowa’s RIST program.*



# 'The excellence of RHD's services is our highest priority'

Marco Giordano on his vision as interim CEO at RHD

Marco Giordano, Interim CEO of Resources for Human Development



Marco Giordano became RHD's Interim Chief Executive Officer July 31, 2017, replacing Dyann Roth.

"The Board feels tremendously fortunate to have Marco in position to step in as Interim CEO," RHD Board of Directors' Chairman Michael Denomme said. "Marco's experience and leadership will be invaluable during this transition, and he is absolutely the right person to help guide RHD at this time."

Giordano joined RHD in February 2007, as Chief Accounting Officer. He became Chief Financial Officer in 2013. A Certified Public Accountant since 1996, Giordano joined RHD after five years of public accounting experience at Cogen Sklar Levick (now Morison Cogen LLP) and nine years at Temple University Hospital. Giordano attended Widener University and graduated with a BBA in Accounting. He joined RHD's Management Team in 2008, and has been a part of RHD's Executive Team, helping lead RHD through its initial strategic planning process, since 2013.

"RHD owes a great debt to Dyann for her leadership and vision," Giordano said. "Because of Dyann's work as CEO, RHD is strong, and growing from a very stable foundation. With a solid organizational structure and a strong and experienced Executive Team in place, RHD will continue to thrive as a national leader in delivering the highest quality human services to people across the country."

In 2015 RHD developed its current Strategic Plan, which reflects four main objectives:

- Establish RHD as a Center of Excellence in providing person-centered, trauma-informed services
- Establish RHD as an employer of choice, recruiting and investing in our staff
- Implement an organizational structure that best meets the needs of program participants and staff
- Diversify revenue sources to ensure RHD's financial sustainability

We've made tremendous progress toward these objectives, including: reorganizing RHD into seven divisions and increasing clinical, quality assurance, human resources and financial personnel; implementing an electronic health record system that will be in place in many programs by June 2018; building relationships with Managed Care Organizations and other community partners; providing technical training, assistance and consultation; taking significant steps toward becoming a trauma-informed organization through participation in a Trauma Informed Learning Community, and more.

We have more work to do in the upcoming year. In our effort to ensure RHD is an employer of choice, we continue to recruit, support, develop, and retain a skilled, caring, creative, and diverse workforce committed to achieving our mission. In addition, we will further our clinical initiatives toward making sure RHD is a Center of Excellence, along with accomplishing our business development goals — including implementing one of the nation's first Certified Community Behavioral Health Clinic (CCBHC) demonstration grants. The CCBHC grant was given to only eight states, and RHD's Lower Merion Counseling Services was awarded funding for the groundbreaking two-year program that will expand and improve behavioral health services.

RHD's Values-based culture has always made us different, and will continue to make RHD a special place to be. RHD will always be a place that believes every person should be treated with respect and dignity, and have the opportunity to develop to their full potential. At RHD, clients achieve the highest level of independence possible and build their most successful lives; donors, funders and partners have the greatest impact on their communities; employees build careers they can be proud of. When we all come together to create a community called RHD, that's when we can change people's lives.

During its lifetime RHD has been able to operate with our Values always leading the way, laying the foundation for motivated, caring, passionate staff to provide quality service since 1970. This will always be the case. However, with limited financial resources as the result of tightening state budgets, along with the need to increase investments in technology and personnel to manage the complexity brought by high regulation, we must now be more intentional about maintaining our Values-based culture. RHD's culture can't be taken for granted. We must fight for it; we have to work to maintain it every day. During the next year we'll be working toward a reinvigoration of our Values, strengthening our culture and ensuring our Values are alive for another 50 years.

Quality Service is not only one of our Values; it's the most important aspect of what we do. The excellence of RHD's person-centered, trauma-informed services will always be our highest priority. That's certainly about more than one person; that's about all of us at RHD working to make sure RHD always delivers the highest quality services that improve the lives of the individuals we serve. Everything we do impacts this goal — each of our strategic objectives is linked back to quality service. During the upcoming year we will further our clinical initiatives, continue our focus on outcomes, and continue to be a provider of high-quality clinical services.

It is an unexpected honor to be the Interim CEO of RHD. I am excited to be able to lead the organization and look forward to the work we'll do. RHD works every day to meet challenges that make our communities better places. To see people change their lives, and know RHD played a part in it, how could you not get excited about that?



# 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](http://www.rhd.org).

## RHD's Live Yes Studios art program for people with intellectual disabilities featured on KLKN TV in Lincoln: 'What we do here is pretty magical'

RHD's Live Yes Studios was featured on Channel 8 KLKN-TV in Lincoln. Live Yes Studios is an alternative arts-based day program for adults with developmental disabilities that seeks to break down societal barriers and create a space where individuality is fostered. Live Yes celebrates the unique abilities each person brings to this open and creative environment.

Live Yes Studios has been providing Lincoln adults with developmental disabilities a safe space to get creative since 2011.

"I've been here almost three years and I've seen all the clients grow as individuals in terms of being able to advocate for themselves and express themselves in constructive positive ways," Jessica Prenosil of Live Yes Studios said. "We are here to encourage them to continue to grow and embrace who they are as individuals and appreciate their uniqueness which is something I think all of us need to do. I feel like what we do here is pretty magical."

## RHD's Family Practice & Counseling Network in the spotlight during national debate over health care repeal advocating for patients

NBC's coverage of the health care debate and the possible consequences of repeal features an interview with Donna Torrisi, director of RHD's Family Practice and Counseling Network. FPCN is the largest nurse-managed health care network in the country, and serves more than 22,000 patients each year. Medicaid expansions in the Affordable Care Act reduced the uninsured rate of FPCN's patients from 25 percent to 8 percent — and repealing the ACA and cutting Medicaid would have disastrous consequences.

"I have never watched the news like I am watching the news now," Torrisi said. "The idea of Medicaid expansion going away, that's the thing that has really impacted our patients the most."

"Every time something fails, I'm thrilled. Every time something comes up again for a vote, we all crash here. We're on pins and needles wondering what's going to happen."

FPCN is a network of health centers providing primary care, behavioral health education, prenatal care, family planning services, dental care, community outreach, and advocacy. The nurse-managed centers are primarily funded by the U.S. Department of Health and Human Services to serve public housing residents and surrounding communities. Primary care Certified Nurse Practitioners and licensed behavioral health professionals provide high quality care aimed at improving the health status of the underserved, uninsured and vulnerable people.

## RHD hosts DBHIDS, Drexel College of Medicine for "The Hidden Epidemic," a forum on trauma aimed at promoting healing and recovery

RHD welcomed Roland Lamb of Department of Behavioral Health and Intellectual Disability Services and Dr. Roberta Waite of Drexel University for "The Hidden Epidemic: Recognizing the impact of trauma in our lives to promote healing and recovery." This wide-ranging discussion examined the effects trauma has on our physical, emotional, environmental and spiritual wellbeing.

Video of the forum is available on [rhd.org](http://rhd.org).

## RHD's Blank Canvas Studio places second in citywide "Mannequins on the Loop" contest in St. Louis: 'the importance of self-advocacy and respect'

RHD's Blank Canvas Studio took second place in the 9th annual Mannequins on the Loop event in St. Louis, where local artists worked with recycled materials to decorate mannequins in order to inspire people to use creativity, go green, and live sustainably. The amazing artists at BCS created "St. Robin, Patron Saint of Artists with Disabilities." Blank Canvas Studio is a creative arts program for individuals with developmental disabilities, providing people of all ability levels the opportunity to create uninhibited art and the supports to define themselves as artists.

The studio's work was featured in *StreetScape Magazine*, where Molly Chakides, Blank Canvas Studio music producer, said: "Our artists come in each morning to a sea of smiles and songs being sung, with a world of possibilities laid before them. Most importantly, together, we learn the importance of self-advocacy and respect."

## Wells Fargo gift helps RHD's Café the Lodge offer meaningful employment

People in recovery from mental health challenges have greater opportunities for employment and independence thanks to a gift from Wells Fargo to RHD's Café the Lodge, a bustling Bethlehem eatery staffed almost entirely by adults with mental illness that serves up coffees, pastries, breakfasts and lunches to the public.

The Café is part of RHD's The Lodge, which provides housing, educational and recreational programs and vocational opportunities for adults with mental illness. Wells Fargo's gift will be used to expand employment opportunities, fund training and workforce development, increase sales and generate new customer contacts.

"We are so grateful to Wells Fargo for their generous support," said Café the Lodge Director Ian Panyko. "The Lodge strives to employ and train people with a mental health diagnosis so they can become empowered to take charge of their lives, and their futures. Wells Fargo's longtime partnership has been invaluable in supporting that mission."

"When Wells Fargo invests in Café the Lodge, they invest in people. And investing in people changes the world."

The Café has been able to double its menu, expand its catering and remodel its outdoor dining area. Through these improvements, on-site sales at the Cafe have increased by 20 percent.

# Mayor's address on homelessness features RHD's *One Step Away*



**One Step Away:** Tammy, a vendor with RHD's *One Step Away*, was a featured speaker at a press conference with Philadelphia Mayor Jim Kenney and Director of the Office of Homeless Services Liz Hersh about productive ways to address panhandling in the city.

RHD's *One Step Away* was featured at the kickoff press conference for Philadelphia's "Text-to-Give" campaign with Mayor Jim Kenney and Director of the Office of Homeless Services Liz Hersh. In an effort to combat Philadelphia's opioid epidemic, city officials announced a new service to benefit established homeless services. Instead of giving to panhandlers, people can donate \$5 by texting the word "share" to 80077. The money will go to the Mayor's Fund to End Homelessness and will be matched by the city's Office of Homeless Services.

*One Step Away*, Philadelphia's street newspaper, was highlighted as an example of productive alternatives to panhandling. At *One Step Away*, people work to break the cycle of homelessness by producing and selling the paper, which serves as a voice of advocacy for social justice and a source of meaningful income and personal growth opportunities to people experiencing homelessness. Tammy and Jeff, two *One Step Away* vendors, were at the press conference.

Tammy, who has worked her way out of homelessness as a vendor with *One Step Away*, was invited to the podium to tell her story, and spoke movingly as she advocated for treating people with respect and dignity. Hersh stepped forward to hug Tammy after she finished.

"You've probably seen panhandlers on the street — but *One Step Away* vendors are also out there, and we're working," Tammy said. "Jeff and I both came to *One Step Away* when we were living on the street, panhandling to survive. We wanted something better. Now we are part of the 78 percent of *One Step Away* vendors who can proudly say we are no longer homeless."

"The important thing now is: How do we help people who end up on the streets? Respect is the key."

RHD founded *One Step Away* in 2009. Since then, *One Step Away* has grown to be a thriving program providing meaningful income for people experiencing homelessness or joblessness. More than 65 vendors each month find opportunity at *One Step Away*, and for 82 percent of *One Step Away* vendors, the street newspaper is their only source of income.

In its history, *One Step Away* has distributed more than 800,000 issues, serving as an important voice of advocacy on issues of poverty and homelessness.

The newspaper has won North American Street Newspaper Association and International Street Newspaper Association awards for journalism. More than 100 writers — both people experiencing homelessness, volunteers in the community, and other homelessness providers working in partnership with *One Step Away*, contribute to the newspaper each year.

Perhaps most importantly, *One Step Away* vendors are a visible presence on the streets. Homelessness has in many ways become a national crisis people have learned to ignore and not see, and the visibility *One Step Away* brings to the issue has garnered praise from across the spectrum of homeless services.

"People who support *One Step Away* support people who are working their way out of homelessness and building self-sufficiency," *One Step Away* Director Emily Taylor said. "We're grateful to see Mayor Kenney and the Office of Homeless Services recognize the value of this essential program for people in Philadelphia."

# Happy Anniversary, FPCN

Former Philadelphia mayor, Pennsylvania governor, and head of the national governor's association Ed Rendell helped RHD's Family Practice & Counseling Network celebrate 25 years of delivering caring, quality, integrated health care in underserved communities. FPCN is the largest nurse-managed health care network in the country.



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## In this edition ...



**4** RHD Iowa promotes independence for people in mental health recovery

## 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.



**3** RHD's Woodstock Family Center gives kids a second chance



**1** Abraham trades life at the shelter for a job in the big leagues

## Plus more ...



**6** Marco Giordano steps in as interim Chief Executive Officer at RHD