



ANNUAL REPORT



THE RHD DIFFERENCE

2018



TOGETHER WE'RE BETTER.
TOGETHER, WE'RE RHD.

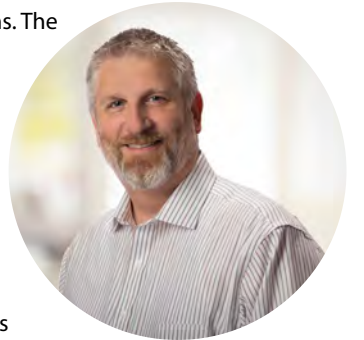
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OUR LEADERSHIP

FROM RHD'S CEO

This year we had the great privilege of providing care, resources and compassionate services to more than 50,000 people across the country in RHD's many human services programs. The RHD Annual Report is our opportunity to express our gratitude for your generosity. It's also a chance for you to see the impact you're having on the adults, children and families receiving services in RHD programs across the country. We're proud to tell you about RHD's many successes in providing essential day and residential services for people with intellectual disabilities, people in recovery from mental health challenges, people experiencing homelessness, and much more.



In its long and rich history, RHD has founded and supported a diverse array programs that provide a lot of different services in a lot of different communities. What guides all those programs has been, and always will be, the commitment to delivering the highest quality services in the RHD tradition. All our programs uphold the RHD Values and the RHD legacy of excellence in service delivery – by treating people with respect and dignity, and by tailoring services to best meet their needs no matter what their challenges. In 2020 we will be celebrating 50 years of providing excellent services. The planning has begun, and we look forward to celebrating with you.

Today we're seeing many of our communities experience unprecedented challenges in trying to solve gaps in social services, and RHD stands ready to help. RHD has proven experience in expanding and creating services to meet expanding needs through cost-effective, innovative programs with a focus on wellness and recovery.

Our nationally-recognized health centers are expanding services to open the first birth center in Philadelphia. We're expanding our Assertive Community Treatment (ACT) teams, and transforming residential services for people with intellectual disabilities with a shared living model. And we're growing our crisis services supporting people with mental health needs; recently RHD joined the National Suicide Prevention Lifeline's national network of local centers.

The people we serve rely on the generosity of supporters and the commitment of our funders and partners who believe that every person, despite their challenges, should be treated with dignity and have the opportunity to develop their full potential. RHD's broad service mission and diverse array of programs are designed to have the maximum impact on our communities. That only happens with the support of people like you.

On behalf of all the people we serve, we express our gratitude for all we've done together this year. And we're proud to share our excitement about the many accomplishments and successes ahead.

A handwritten signature in black ink, appearing to read 'Marco Giordano'.

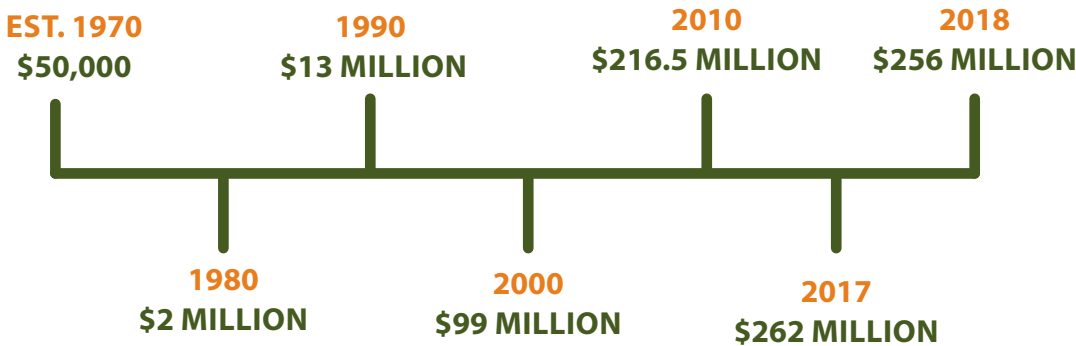
Marco Giordano, CEO

WHO WE ARE

RHD’s mission is to empower people as they achieve the highest level of independence possible, building better lives for themselves, their families and their communities. RHD serves tens of thousands of people every year with caring and effective programs addressing intellectual and developmental disabilities, behavioral health, homelessness, addiction recovery and more.

RHD oversees and supports more than 160 programs across the country, providing person-centered, trauma-informed services that support people as they build their most successful lives.

ANNUAL REVENUE



EMPLOYEES 5,000

PEOPLE SERVED MORE THAN 50,000 ANNUALLY

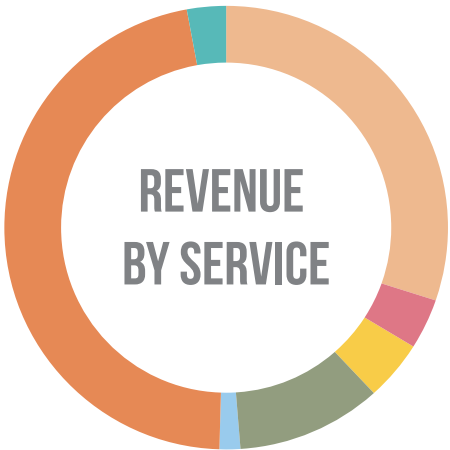
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Marco Giordano

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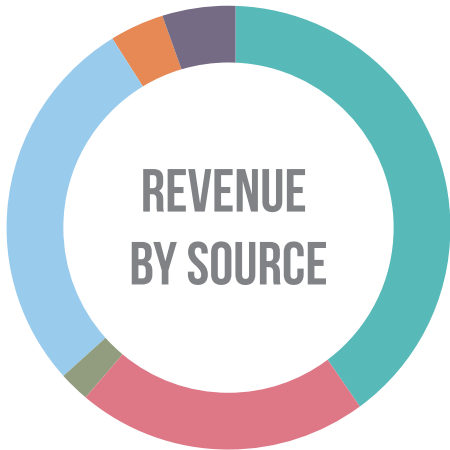
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For an up-to-date list of all RHD’s programs and services, please visit us at: www.rhd.org

WHAT WE DO

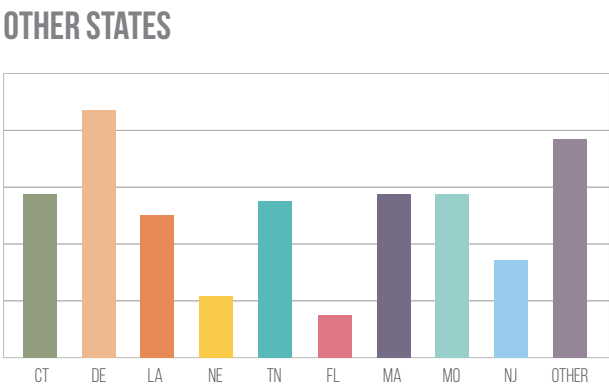
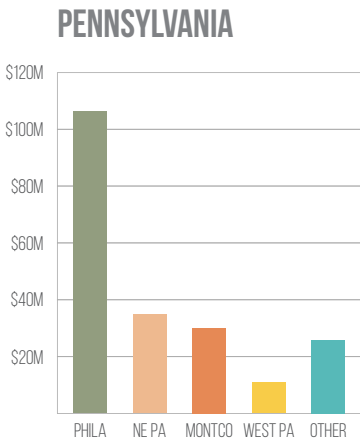


- BEHAVIORAL HEALTH, \$77M
- HOMELESSNESS/SUPPORTIVE HOUSING, \$3M
- IDD DAY SERVICES, \$119M
- OTHER, \$6M
- ADDICTION RECOVERY, \$9M
- HEALTH CARE, \$27M
- CHILDREN’S SERVICES, \$11M



- PATIENT/CLIENT FEES, \$13M
- MANAGED CARE, \$53M
- FEDERAL, \$5M
- DONATIONS, FEES & SALES, \$10M
- MEDICAID, \$103M
- OTHER STATE & LOCAL, \$69M

REVENUE BY STATE



IN THE NEWS

RHD New Perspectives joined the National Suicide Prevention Lifeline as a local call center, helping to better serve callers in distress by connecting people in the Poconos region with life-saving resources backed by first-hand knowledge of local services, interventions and resources available. New Perspectives provides residential and mobile crisis services for people with mental health challenges, and is one of only eight centers in Pennsylvania offering support to people calling the National Suicide Prevention Lifeline.

The Sioux Falls Argus Leader and KELO-TV in South Dakota featured **RHD Shared Living** in stories on the Graff family, who receive support from RHD Shared Living in providing a safe and caring environment where their son Ben can live a full and meaningful life with as much independence as possible. Ben’s mother Debbie Graff calls the support they’ve received at RHD Shared Living “just a blessing. Ben is in a home with someone who cares about him. I never would’ve thought his life would have had a total turnaround like this.” RHD Shared Living develops housing and community-based support services for individuals with intellectual and developmental disabilities.

Danna Ellison, Team Leader for **RHD’s On Our Own I** program, was selected as the Frontline Manager of the Year Award for Pennsylvania’s Northeastern Region by PAR, the Commonwealth of Pennsylvania’s leading disability provider and advocacy association for people with autism and intellectual disability. Ellison was recognized for her strong and effective management skills for the past 13 years at RHD’s On Our Own I program, a community-based program providing comprehensive residential and day services in staffed homes to adults with autism.

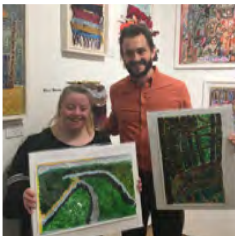
The Commonwealth Fund, an organization established in 1918 to promote a high-performing health care system that achieves better access, improved quality, and greater efficiency, featured **RHD Iowa’s ACT** teams in an article titled: “Creating Better Systems of Care for Adults with Disabilities: Lessons for Policy and Practice.” RHD Iowa ACT–Waterloo serves participants in a 30-mile service territory, while RHD Iowa ACT–Cedar Rapids serves a 60-mile radius of the Cedar Rapids office in the ECR MHDS region. RHD CROSS ACT serves the seven counties of the CROSS MHDS region. 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.

Johnny B., an artist from **RHD’s Imagine That!** art program for people with intellectual disabilities, was honored with the Personal Success of the Year award from Eitas Developmental Disability Services of Jackson County. This year Johnny presented a solo exhibition, was selected to display his artwork on billboards over downtown Kansas City, and had a number of other successes. At Imagine That!, and all RHD creative arts programs across the country, staff works hard to ensure their artists have an equal place in the art community, and support them as they work hard to prove themselves creatively.

RHD’s Center for Creative Works, a unique, creative arts day program for people with intellectual disabilities, was chosen to exhibit at the New York Outsider Art Fair, the nation’s largest showcase for outsider artists. After an extensive vetting process, CCW was one of 63 art galleries from seven countries that were selected to show work by outsider artists. Among the many people who flocked to see the work of artists from CCW was actor Hugh Dancy (who played Prince Charming in “Ella Enchanted”). Dancy visited with the artists, posed for a picture with CCW artist Paige and purchased three paintings.

U.S. Senator Bob Casey and Congressman Dwight Evans visited **RHD’s Family Practice & Counseling Network** to see the work done at RHD’s federally qualified health center. Sen. Casey toured the health center, met the staff and talked with patients during a visit, while Congressman Evans participated in a roundtable symposium on health care and community health centers at FPCN that included FPCN Director Donna Torrisi, health center executive staff, nurse practitioners, and FPCN patients.

Nationally-renowned comedian Cameron Esposito hosted **RHD Morris Home** at her show in Philadelphia during her “Person of Consequence” tour. As part of her commitment to LGBTQ causes, Esposito highlights a local program that makes a difference in the community at each stop on the tour, and she invited Morris Home staff onstage at the Philadelphia stop of her national tour to talk about the Morris Home Capital Campaign and Morris Home’s essential services for the transgender community.





DID YOU KNOW? GREG, A CLIENT AT RHD'S DEFUNIAK SPRINGS PROGRAM, WON A SILVER MEDAL AT THE SPECIAL OLYMPICS.

TRUST & EMPOWERMENT IN RECOVERY

CORE

RHD CORE, a long-term community residential program for individuals with mental health and substance abuse issues who are returning from prison, builds trust and empowerment in recovery. CORE was RHD's first addiction recovery program in Western Pennsylvania, where RHD is expanding personalized, quality services supporting a diverse population.

Kevin Kordzi has been the director at RHD CORE since the program was founded in 2013. Still every day at CORE, the work amazes him.

"The thing about working with people in drug and alcohol recovery is the courage and strength they bring to the table," Kordzi said. "When you think of the 12 steps of Alcoholics Anonymous or Narcotics Anonymous, the fourth step is to complete a searching and fearless moral inventory. And I routinely ask myself, who in their right mind who is sober would take that task on? Who would pass that kind of judgment and do that kind of exploration of themselves? And yet the folks that I've worked with do it with such willingness and openness, to look at those things and deal with painful, hurtful things that have happened to them over the years.

"It's not something that happens overnight and oftentimes folks have to keep trying. But for me, seeing that strength and that courage is what keeps me going."

That tenacity of service is one of the reasons CORE has been so successful — 98 percent of CORE

clients remain in recovery after leaving the program, and one year after discharge 83 percent have not re-offended.

"We've all been in different programs," said Bud, a CORE client. "And everybody here says the same thing — it's never been like this. People are excited to be here. They're excited. Here it's totally different than a rehab. It's a place for recovery."

"I've had an excellent experience," said Tim a CORE client. "They've helped me get in touch with myself. I've learned relapse prevention tools. The counselors are awesome. The treatment approach is phenomenal. They basically guide; we're pushed to do work on our own. We're challenged — they give us the toolbox, but up to us to pick up the tools and use them."

RHD supports more than 300 people each year in programs providing a diverse array of services in Western Pennsylvania. "RHD in Western PA is a lot of things — but one thing it always is, is growing," said Jeff DeSantis, RHD Regional Director. "Our services are very much centered in the community where they exist. We employ people from the community. We serve people from the community. When RHD is part of a community, we think it's very important to let that community be part of us."

Find out more at: www.rhd.org/wepa



LIVE YES

At RHD’s Live Yes Studios Community Art Center, an arts-based day program for people with intellectual disabilities, staff adapted services to meet Kelli’s needs — and she’s thriving.

At RHD’s Live Yes Studios in Lincoln, Nebraska, Kelli has been working with a Dynavox speech generating device to speak — just the latest example of how much she’s grown at the arts-based day program, where staff has adapted services to meet her unique needs. Kelli has cerebral palsy and is in a wheelchair, and for years Kelli communicated on an alphabet pad, spelling out each word.

Now Kelli types and the Dynavox “speaks” whatever she enters. Kelli had her first spoken conversation with friends and staff in the studio, and recently ordered lunch from a local eatery with total independence.

Spelling out her thoughts on her keypad, Kelli said: “Most day programs mainly deal with mental disabilities. Physical disabilities are overlooked. I’m not mentally disabled, but you guys will adapt things for me. This is a great place.”

Live Yes is an alternative arts-based day program for adults with developmental disabilities that fosters individuality and celebrates the abilities each person brings to the studio. With Kelli, that meant adapting programming to meet her physical needs.

“That’s one of the things about our staff that I’m so proud of – most of them are artists, but teaching art is not their only job,” Live Yes Director Craig Casados said. “Their job is to cultivate relationships and provide a safe and enjoyable environment to everybody here. Every person on our staff is a teacher, but if you work here, you do a little bit of everything, and our staff embraces that.”



“I can’t imagine not having Live Yes for Kelli to come to,” said Kelli’s mother, Lynne. “This is one place I know, no matter what, that she’s perfectly safe, with people who have her wellbeing and her happiness totally at the forefront. I don’t have to worry about a thing. She comes home every day and immediately starts telling me what she did that day, and what happened, and what she gets to do next. This is the only place that ever given her that.

“The staff finds a way to support people so that they can be the best they possibly can be. It’s phenomenal. The clients and staff both benefit from each other. There’s genuine enjoyment of everyone working together. I can’t imagine any of the staff here being anywhere else — they’re perfect here; everyone here is perfect at the same time. They go off and do other things, but here they’re perfect for that moment in time.”

Find out more at: www.rhd.org/nebraska



“HERE, EVERYONE IS PERFECT”
-Kelli

“THE SERVICES ARE STELLAR. THE STAFF IS KIND, THE THERAPISTS ARE THE BEST. I DON’T KNOW WHERE I’D BE WITHOUT SERVICES AT LMCMS.”

L.A., a client at LMCMS

LMCMS

RHD’s Lower Merion Counseling and Mobile Services, one of the first providers in the nation to earn a Certified Community Behavioral Health Clinic (CCBHC) designation, expanded services for children and families to meet increased needs in their community.

Poppys is not just an individual in services at RHD’s Lower Merion Counseling & Mobile Services – he’s one of the program’s most enthusiastic supporters.

“People really listen to me here and are understanding of me and my experiences,” said Poppys, who’d experienced homelessness and behavioral health challenges. “At LMCMS they have a gift to make us all feel valued, heard and respected. I do not feel alone in the world anymore, knowing that I have a team of caring clinicians who want the best for me and have the skills to make sure I am happier and healthy.”

“LMCMS has the best and brightest staff who care about each person who walks in.”

LMCMS has provided the highest quality outpatient mental health therapy, psychiatric, and mobile services since 1970. Today LMCMS offers individualized support and community-based treatment to more than 700 people each month, and has expanded services with the opening of a Child & Family Center, serving children, adolescents, and families with behavioral health treatment in a holistic, compassionate manner in a safe and engaging environment.

“When my daughter started showing a significant amount of

stress at school we knew it was time to pursue behavioral health services,” said Alyssa, whose daughter Roxy is receives services at LMCMS. “The services at LMCMS have been great. My daughter finds the experience so valuable that she’s signed up for an additional group. This school year, my daughter is having an easier time and feeling less overwhelmed.”

“As a parent, I’m so happy that my daughter has this kind of help.”

The LMCMS clinical program is designed for children and adolescents ages 2-18 who need support with their transition into the next stage of development.

“We are here to provide the highest-quality collaborative care to support people in their recovery,” said LMCMS Operations Manager Courtney Reed. “The LMCMS team meets people where they are, and works to be part of their journey. Our peer specialists provide lived experience, recovery coaches and blended case managers wrap the community supports around the individuals and their families, and our clinicians and doctors provide experience-based practices through their therapeutic services. Our outpatient, mobile, and administrative staff collectively use our talents to provide holistic care and empower individuals to self-direct their goals and treatment.”

Find out more at: www.rhd.org/lmcms



POWER

RHD POWER is a psychiatric rehabilitation program providing group and individual mobile services to people recovering from serious and persistent mental illness.

After years of abuse and trauma, Sharon had withdrawn to the point where she described herself as being “in a cocoon. But POWER helped me sprout into a butterfly.”

At POWER, an acronym for Program of Wellness, Empowerment and Recovery, staff supports people as they work to meet self-determined goals. Sharon’s goal was to re-join society and live independently. Today she works as a home health aid, has her own car, and lives on her own.

“I had a mental breakdown and was shutting the world out, closing everything down,” Sharon said. “I didn’t care about anyone or anything. But since I’ve been at POWER I’ve come a long way. I’m a lot happier. I’ve taken the walls down, I can go out by myself, I can do things on my own. POWER has helped me a lot. I appreciate the help they’ve given me. I love them here; they’re so wonderful. My life is good now — better than it’s ever been.”

Steven heard about POWER from his sister, who was receiving services there (“she was really big on POWER,” he said). In turn, Steven has recommended POWER to his neighbor.

“I needed socialization,” Steven said. “I wasn’t working, I was anti-social. I love the staff here. The best part is the socialization. They’re friendly, and they’re welcoming. You can see them when you need to, it’s not like you have to make an appointment in a month. If you need something, you always have somebody. The staff is good people. They look out for me.”

Steven now has a job at a local supermarket, volunteers in the community and participates in art classes at POWER.

POWER has expanded services to include a COMPASS Mobile Medication Program, which provides mobile medication services.

“When people find managing their medications to be challenging, this can lead to increased symptoms, mental health crisis and hospitalization,” said POWER Director Courtney Uhl.

“COMPASS combines recovery principles, wellness coaching, psychiatric rehabilitation skill development and medication education.”

Find out more at: www.rhd.org/power

DID YOU KNOW? RHD, A LEADER IN ADDICTION RECOVERY, HOSTED THE MAYOR’S TASK FORCE TO COMBAT THE OPIOID EPIDEMIC.



OUR DONORS

We are pleased to recognize donors of monetary gifts to RHD and its programs between July 1, 2017 and June 30, 2018. Each gift is greatly appreciated and every effort was made to ensure this list's accuracy. In the event of an error or omission, please contact Peg McCluskey at peg.mccluskey@rhd.org.

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“EVERYBODY HAS SOMETHING SPECIAL INSIDE THEM, & BRINGING THAT OUT TAKES SPECIAL PEOPLE. WE FOUND THAT AT RHD.”
-- SHEILA, WHOSE SON ANDREW IS A CLIENT AT RHD MISSOURI

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YEARS
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