



HAPPY HOLIDAYS

NBA star Marcus Morris provides Thanksgiving dinner to children and families experiencing homelessness at RHD's Woodstock Family Center. Find out how you can help: Page 8

MY RHD

THE QUARTERLY NEWSLETTER OF RESOURCES FOR HUMAN DEVELOPMENT



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PHONE 215.951.0300 or 1.800.894.9925
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MyRHD helps you stay informed about RHD's activities, innovations and successes in its many human-services programs throughout the country.

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49 YEARS AND COUNTING



From RHD'S CEO

In 2020, RHD will celebrate 50 years of creating and delivering the highest-quality services and providing compassionate care to people of all abilities in programs across the country.



Marco Giordano, CEO

We work together to embrace the RHD legacy of great services, care, and compassion for the people we support.

When you walk into an RHD program, anywhere in the country, the first thing you feel is inspired!

In July we kicked off our Strategic Plan Road Trip. Members of the Executive Team, Clinical Leadership, and I have been visiting every state where RHD delivers services. Our goal is to connect staff to our Strategic Plan by addressing what is important to them through the many strategic initiatives underway. We are also using this time to get feedback from our staff. We did several stops in each state, and had morning, afternoon and evening sessions, accommodating our staff who work different shifts in RHD's many residential programs.

Every place we visited, there was a sense of team. Everyone was coming together to accomplish a common goal. I was inspired by the camaraderie among staff, as we had conversations regarding supporting the people we serve and supporting each other. The care and compassion of our staff for the folks we support is incredible. I am so grateful for this.

In many places where we visited, there were words of inspiration, in various forms, all along the walls. You could not help feeling inspired as you walked through the spaces! There was one quote that stood out to me. In Tennessee, when we visited our offices in Nashville, one of the inspirational quotes on their walls was, "We can't control the winds, but we can adjust our sails." This reminded me of a sailing analogy Bert Wolfson, the first chairman of RHD's Board of Directors who is still an active member of the board, uses often when describing the environment that RHD operates and the waters we must navigate.

It got me thinking of what we speak to within our strategic plan presentation that we share with staff, in terms of: How do we move forward knowing the waters we are in, and knowing the winds around us? How do we embrace what we have control of while we're also embracing the environment around us?

Whether it is looking at the external environment and ultimately all that we are required to do, how do we make sure we're doing it in a way that we want to do it? And do it in a way that is consistent with our Values, while also embracing a related shift in organizational culture?

In 2020, RHD will celebrate 50 years of delivering caring, compassionate services to people of all abilities in programs that have an essential impact in your community. RHD was founded in 1970 as an outpatient mental health clinic, with two full-time staff and a budget of \$50,000, and since then has grown into a national human services organization that has the great privilege of providing care, resources, and compassionate services to more than 50,000 people in more than 160 programs across the country.

A lot has changed in that time, but the main thing that will answer all those questions is what defined RHD through its first five decades — in every RHD program, in every state, we work together to deliver the highest quality services in a unique and innovative way. 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 the needs of the people we serve, no matter what their challenges.

In the coming year we'll be talking a lot about our history, because there is a lot to celebrate in RHD's first 50 years. But we'll be doing it with an eye toward the future — toward making sure that we carry and embrace that legacy of great services, care, and compassion for the people we support.

That was the defining characteristic of every RHD program we visited this summer, as it was the defining characteristic of every RHD program over the years. With all of us working together, that legacy of great services that help a lot of people is what will define RHD over the next 50 years, too.



'I have support, I have hope'

RHD North Carolina's Harrington Bridge Housing's compassionate, effective case management supports people as they break the cycle of homelessness and rebuild successful lives in their community of choice.

Danina had an announcement to make.

Asked about how RHD North Carolina's Harrington Bridge Housing Program was helping her, Danina had the perfect answer – with support from the Harrington Bridge Housing staff, she'd acquired her own housing and was moving in next month.

"I knew this was my opportunity; to have the support of the staff, to have case management to help guide me in my search for housing was phenomenal," Danina said. "I am forever grateful. It's an amazing program. They keep their word; they say they'll help you and they help you. I feel privileged to have this experience.

"I was in a dark place when I came here. It was very, very hard. I felt hopeless. Now I have a foundation, I have stability, I have support. I have hope."

Harrington Bridge Housing provides case management to

residents who have been identified as being homeless or at risk for homelessness, supporting people as they secure permanent housing in a one-to-five-month period. A variety of supports help prepare residents for transition to permanent housing. It is the only "bridge" program — helping people transition from a homeless shelter to their own housing — in North Carolina.

Harrington Bridge Housing admitted its first client May 9, 2018 — and saw that client attain housing in one month. To date, Harrington Bridge has helped 34 people attain housing.

"We work together," Program Director Sean Porter said. "Trust isn't always easy for the people we support, but we work hard on that. Because if they trust us, and they're willing to work with us, we will get them housing. I guarantee people that. We make that promise, and we keep it."

Harrington Bridge Housing is one of a thriving array of human

services programs at RHD North Carolina, which provides residential supports and services for people experiencing homelessness, adults with diagnosis of intellectual and developmental disabilities, serious and persistent mental illness and adults with dual diagnosis of mental illness and developmental disabilities. Individuals live in a variety of settings, but every RHD program focuses on a person-centered approach, and care is given to working with individuals to create homes and attain the highest quality of life possible.

After coming to Harrington Bridge Housing from a local homeless shelter, Janie gained employment with Go Raleigh, the city's bus service, and attained her own housing.

"It is a great opportunity to be here; without this place I don't know where I'd be," Janie said. "The staff is very supportive. They're respectful of people. They create a community here; we're all going through similar situations, so there's almost a fellowship with the other residents. You don't feel like you're going through this alone.

"This place is very important. It's essential. This is a great place."

Janie also came to Harrington Bridge Housing from a homeless shelter. Residents have their own rooms, as well as community spaces to work, read, and search for jobs and housing. There is also a garden in the rear of the residence, where people socialize, barbeque, or just sit in the shade of a sprawling tree and relax.

"As a woman coming out of a shelter, I appreciated how much work the staff did to create a safe space," Janie said. "They're very respectful. Mr. Porter is an amazing person; he's so in tune with the needs of the residents here. He's supportive, and kind. You feel like you can talk to him without feeling judged."

That spirit of trauma-informed care is essential at a program like Harrington Bridge Housing, Porter said.

"We understand people are coming from a tough situation," Porter said. "We're very respectful of that, understanding what people have been through. This is a chance to start over again; we tell people that starting right now you can do what you want to do.

"With the resources RHD brings to service, we're able to work with people in very different situations. We have so much to offer, and we're able to adapt to people's needs. We have the freedom to work with our clients to find the best situation for them. Our case manager is able to work one-on-one with people, and create an individually customized plan.

"Every single person who comes here is different, and tells a different story. But whatever people's needs are, we work to meet them."



Harrington Bridge: Danina relaxes in the courtyard at the RHD North Carolina Harrington Bridge Housing program, where she received support to gain her own housing and find a job. At left, Program Director Sean Porter meets with Janie. Below, Janie cooks food at the grill in the garden in the rear of the residence.



"As a woman coming out of a shelter, I appreciated how much work the staff did to create a safe space." - Janie



"Photo courtesy of Philabundance"

RHD staffer honored for community service



A lot of things changed for Charles Reyes after he was honored on "Good Morning America" during a special Father's Day segment that recognized Reyes for his community service at Murrell Dobbins CTE High School, where he works as Community School Coordinator as an employee of the Mayor's Office of Education and as therapeutic support staff (TSS) at RHD's Children's Outreach Services Program (COSP).

"I get recognized a lot more," Reyes said. "I was invited to Gov. Wolf's state dinner that recognized people who are making a difference in their community; I was fortunate enough to have that opportunity. Lots of things like that."

But a lot of things didn't change. The next week, Reyes was running the local food pantry for students in need that he started and still runs every Wednesday at Dobbins. And he spent that weekend just like every other, running "Get Fit Saturdays" at Dobbins, where he helps organize healthy activities for local families, everything from Zumba to basketball.

"When I was growing up, we had that sort of thing; there was a

local rec center where you could play basketball or be a part of something positive," Reyes said. "There's nothing like that around now. So we created it. If you open it, they will come, you know? We work to revive the community, re-establish relationships and renew hope. And the work continues."

Reyes worked full-time at RHD for 17 years, mostly in Children's Services. When he had a chance to move to the Mayor's Office of Education at work at Dobbins, where he is a proud alumnus, Reyes jumped at it. But he insisted on staying with RHD, working part-time with COSP.

"RHD gave me such a foundation; everything for me started at RHD," Reyes said. "Even when I got another opportunity, I found that it was so hard to leave; it was that difficult to walk away from RHD. So I chose not to."

"I love RHD. I learned a lot about leadership, because at RHD I participated in a lot of committees that helped shape what we do, from Citizens Advocates to Steering Committees. The values at RHD made a real impact on me. Without a doubt, I carry that with me to this day."

RHD's COSP provides intensive community-based services to emotionally- or developmentally-challenged children and

Good Morning America: RHD COSP's Charles Reyes (in blue shirt) was honored by Philadelphia Mayor Jim Kenney and the GMA cast.

adolescents, from birth to age 21. Service needs and treatment recommendations are based on the COSP team's decisions to ensure that all clinical, educational, and social issues are identified.

"All our TSS staff do a great job in taking a very family-centered approach to delivering quality care," said COSP Director Lisa Moore. "When a TSS is present, we find that attendance improves. Our TSS staff work through a range of behavioral circumstances to make sure that a child can attend a field trip, for example, and be safe in the community. We make sure that children are able to experience inclusion in their educational environment."

But it was all the things that Reyes does that fall outside his job description that led to "Good Morning America" showing up at Dobbins, blindfolding him to maintain the surprise, and putting him in a limousine for a ride to the Philadelphia Art Museum, where former NFL great and GMA host Michael Strahan welcomed him, accompanied by the Eagles cheerleaders. His family was waiting for him, and he was welcomed by a huge crowd that included friends, co-workers and current and former students.

"I was speechless; it was surreal," Reyes said. "It was like an out-of-body experience. I was on stage, looking out at all the people, looking at the Art Museum steps, and Michael Strahan leaned over and said: 'Take it all in.' To be there, having that happen, in the city I grew up in, it was an amazing feeling."

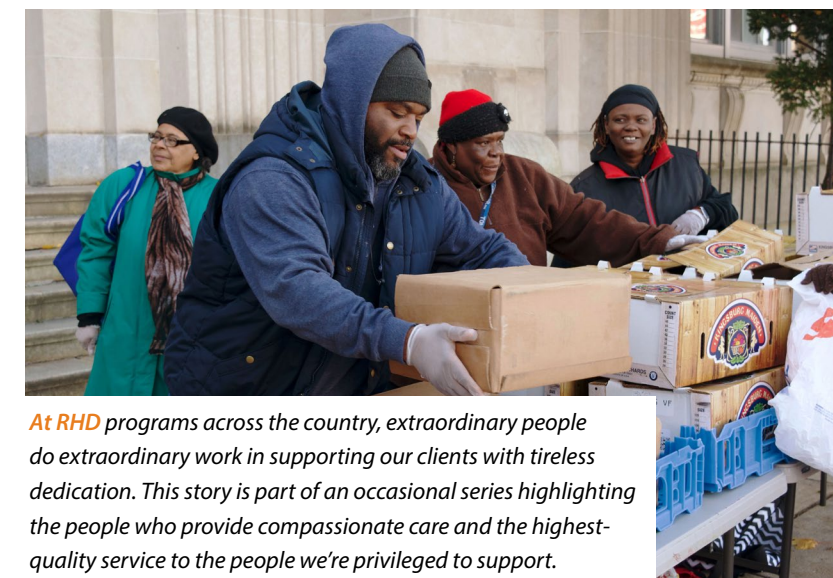
Reyes wiped away tears as he watched a litany of testimonials, stories of how he helped find housing for a student who was homeless, how he procured a suit for a student for prom night,

how he works every day to make his community better.

"Mr. Charles makes it happen," said Dobbins principal Toni Damon. "He cares so truly, so generously — that's true compassion at work."

"To watch him work with the kids, it's magical," said Dobbins teacher Leah Russell.

As part of the ceremony, Reyes and his family received a free trip to Aruba. They haven't been able to go yet, because Reyes is still in the middle of the school year, and there is work to do.



At RHD programs across the country, extraordinary people do extraordinary work in supporting our clients with tireless dedication. This story is part of an occasional series highlighting the people who provide compassionate care and the highest-quality service to the people we're privileged to support.

Main Line Wine Gala

Jean-Charles Boisset, proprietor of the Boisset Collection, served as honorary chair for the 2019 Main Line Wine Gala, benefiting RHD's human services programs. As part of his visit, Boisset toured RHD's Center for Creative Works, an arts-based day program for people with intellectual disabilities. Boisset was so impressed with the Center's artists and the work he saw that he chose one piece to adapt as the label for a new wine.

And that is how, someday soon, you'll see a piece of Center for Creative Works artwork on a new wine from the Boisset Collection.

"RHD's Center for Creative Works makes such a difference in people's lives," Boisset said. "It is exceptional to witness such an art center that gives nobility, grace and dignity to all its participants."

"That very nicely sums up so many people's experience with RHD," said RHD CEO Marco Giordano. "People may not always know what to expect when they walk through any of the hundreds of doorways to RHD. But when they see us, they're usually moved by the innovative, creative and unexpected ways in which we make a difference in our communities."

"And after they've gotten to know RHD, people usually stay connected."

"It was a great honor to have Jean-Charles as the honorary chair for this year's Main Line Wine Gala, and we're of course thrilled that he had such a great experience and so enjoyed getting to know RHD."



The Boisset Collection has more than 25 luxury lifestyle destinations in France and California, including many wineries and vineyards. More than seventeen centuries of combined history unite the Boisset portfolio, a diverse collection of unique properties with deep family roots. This year Jean-Charles opened 1881 Napa, Napa Valley's first wine history museum and tasting salon. This year Boisset chaired the most successful Main Line Wine Gala ever, raising a record-breaking amount for RHD's Center for Creative Works, RHD's Healing Ajax (a veterans support program) and RHD's La Casa (a program that supports youth experiencing homelessness).

Now in its sixth year, the Main Line Wine Gala celebrates the world's most innovative winemakers in an event that benefits RHD's innovative human services.

"It was a fabulous event, and I was delighted to have been named honorary chair — and to be able, with our incredible team, to make such a difference," Boisset said. "We are truly blessed to help others thanks to our wines, and to bring people together to make a genuine and impactful difference. This is the real meaning of life; all of us are here together to transcend one another and go beyond what we could ever imagine."

"RHD does this, and we are truly inspired!"



Happy Holidays

NBA star Marcus Morris provided Thanksgiving dinner through his foundation at RHD's Woodstock Family Center, which provides supportive services and emergency shelter for families experiencing homelessness.

The people we serve rely on the generosity of those who believe that every person, despite their challenges, should be treated with dignity and have the opportunity to develop their full potential.

You can help create brighter futures for many adults and children with special needs. Donations received from friends, foundations and businesses directly improve the quality of life for all RHD clients, and allow RHD to continue developing caring, effective and innovative programs that help people build better lives for themselves, their families and their communities.

Monetary gifts are gratefully accepted. Please indicate "holiday wish list" in the memo section of a check, or reference it in the donation link online.

Because RHD is a national human services organization supporting more than 160 programs across the country, there is no centralized mechanism for in-kind gifts for RHD programs. If you would like to drop off gifts in person, please contact the program directly; you can find information for all RHD programs on the RHD website.

If donating via Amazon, be sure to designate your chosen program through AmazonSmile, and Amazon will donate .05% of each purchase no extra cost to you.

For more information, please call RHD Development Director Torrina Bennett-Michael at (215) 951-0300 x3907 or send an email torrina.bennett-michael@rhd.org

Thank you for your support of RHD!



“This program is awesome. I love every aspect of it. With the help of New Start II, I hope to maintain my sobriety and get an apartment at the end. It really is a lovely program in every way.” - Marcus

A New Start for those in Need

RHD’s New Start II program is expanding services to transition into a withdrawal management program as part of Philadelphia Community Behavioral Health’s effort to combat the opioid epidemic.

“We want to be one of the pillars of this change and supporting those individuals who are suffering and dying from opioid addiction,” said New Start II Director Tajuana Evans. “We know how important continuity of care is. The hope is with the pilot withdrawal management program, we take people off the streets, put them into the New Start II program, work to withdraw them from opioids and then move them right into our regular program. There won’t be any gaps in treatment.”

RHD’s New Start II at Jackson Street is a long-term residential treatment facility that provides intensive drug and alcohol treatment and mental health support services to men who are experiencing chronic homelessness. The program treatment design is an individualized level system, assisting residents in establishing psychosocial supports necessary for independent living.

“What we don’t want is someone getting support with withdrawal symptoms, but then going back out onto the street,” Evans

said. “If a program like ours exists and we’re able to expand, you medically withdraw them and then you move them right into the support, treatment and education found in New Start II. The end goal is that you can reintegrate, be sober, be clean and be off the streets.”

RHD New Start II recognizes there isn’t a one-size-fits-all approach to addiction recovery, and offers a variety of innovative person-centered and person-directed recovery plans that take into account where our clients are in their unique stages of readiness to begin their recovery process. RHD’s philosophy of care coordination meets the needs of program participants in a recovery-oriented environment dedicated to healing, wellness and choice.

“RHD New Start II is designed around mental health and addiction recovery, and serves individuals who are chronically homeless,” Evans said. “We are a project under the umbrella of the Philadelphia initiative to get the chronically homeless off the streets and into stable housing.

“We meet people where they are. Everybody’s treatment is individualized and person-centered.”

The individuals at New Start II are

chronically homeless, so the program provides a diverse array of supports.

In addition to the clinical aspect of drug and alcohol treatment, New Start II works to teach life skills and social skills on many different levels. A nursing staff offers support with health issues, along with a drug and alcohol coordinator that provides them with budgeting, getting reconnected with community-based activities, and getting reconnected with community support.

“We make our participants feel comfortable and feel like they are at home,” Evans said. “We provide the services that are going to help them be as successful as they can when they leave the program and integrate back in the community. We provide them the tools necessary to sustain and to be successful in their ongoing journey. That is always our goal!”

New Start II houses up to 16 individuals, and offers an intimate treatment setting that provides each participant unique freedom for individual programming and the opportunity to develop personal interests. RHD founded New Start II in 1999 to provide intensive drug and alcohol treatment in addition to mental health support services.

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.



RHD Street2Feet honored as Valued Partners in Poconos

RHD Street2Feet Outreach Center received a valued partner award from the Pocono Mountains Visitors Bureau for the work they do for Pocono 3C. Street2Feet helped form The Pocono Community Caring Company (Pocono 3C) to provide no-barrier employment with same-day pay, putting Street2Feet clients to work as part of a new multi-county anti-littering initiative.

The program has been featured on PBS, WBRE-TV, WNEP-TV, BRC-13, FOX56, in The Wilkes-Barre Times Leader and most recently was covered by the Poconos Television Network.

“It’s phenomenal what this program has helped our clients accomplish,” said Jack Morris, Street2Feet Outreach Case Manager. “It’s inspiring to see.”

Street2Feet is the only day shelter and outreach program for adults who are facing homelessness in Monroe County.

Brandon, an artist from RHD’s Center for Creative Works, creates mural featured in 2019 Harrisburg Mural Festival

Brandon, an artist at RHD’s Center for Creative Works, installed an epic 15-by-30-foot mural as part of Sprocket Mural Works’ 2019 Harrisburg Mural Festival. Brandon worked on his mural for months at the Center for Creative Works, a unique, creative

day service program with a focus on arts and arts based skill-building, education, in-house generated vocational opportunities and community involvement for people with developmental/intellectual disabilities.

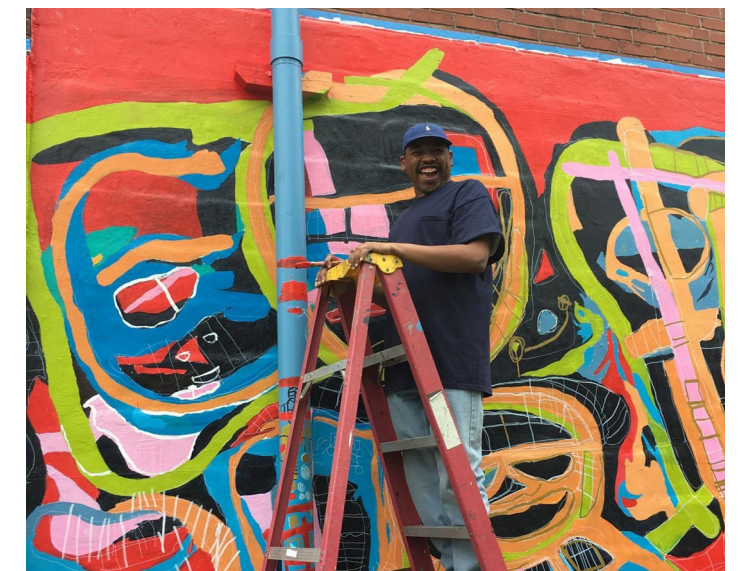
The Burg, Greater Harrisburg’s community magazine, profiled Brandon in a story titled “Meet the Artist: Brandon Spicer-Crawley installs his first large-scale work during Harrisburg Mural Festival.”

Sandra Spicer-Sharp said it was one of her proudest moments as a mom ... “My emotions are all over the place,” she said. “When it goes up on the wall, I’m going to lose it.”

While some muralists paint directly onto primed walls, live during the festival, others like Brandon Spicer-Crawley create their works ahead-of-time on the durable cloth that is then adhered to a wall’s surface and sealed, preserving it as mural art.

Spicer-Crawley is no ordinary artist. Within the diversity of the 2019 Harrisburg Mural Festival’s artist lineup, he is an intellectually disabled, African-American artist with a prolific ability for art.

“I knew he had artistic talent when he was 4 years old,” said Sandra Spicer-Sharp. “He was born with his own intrinsic drive to create art.”



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 donate online at www.rhd.org.



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In Good Health

RHD's services were featured at Aetna's National Health Week fair. RHD's behavioral health services meet a variety of needs, utilizing recovery principles in a range of person-centered, trauma-informed day and residential services.