



Celebrating
Est. 1970
50
Years
& Counting

ANNUAL REPORT 2019





Celebrating
Est. 1970
50
Years
& Counting



TOGETHER, WE'RE RHD



TOGETHER, WE'RE BETTER

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FROM RHD'S CEO



This year, Resources for Human Development celebrates 50 years of delivering the highest quality services to people of all abilities, in a Values-driven environment built around respect for the dignity and worth of the people we support — and each other. This remarkable journey is a testament to the spirit, creativity, and courage of hundreds of people who've worked here over the years, and of the generous support of our many donors, partners and friends. We are proud of our long and rich history.

The RHD Annual Report is an opportunity to express our gratitude, and allows us to share the impact your support of RHD's diverse continuum of services is having in the communities we serve.

In this, our 50th year, RHD has had the great privilege of providing care, resources and compassionate services to more than 50,000 people in programs across the country. Your support helps create brighter futures for the individuals RHD serves. Their successes 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.

Today, our communities face even more challenges and barriers in trying to solve disparities in social and human services. As we have for 50 years, RHD stands ready to respond to these challenges by delivering the highest-quality programming and serving as a Center of Excellence in service delivery. Guided by our commitment to person-centered, trauma-informed services, RHD provides caring and effective supports that empower people of all abilities as they work to achieve the highest level of independence possible and build better lives for themselves, their families and their communities.

Our approach has, and always will be, wellness and recovery, as we address social determinants of health and create innovative integrated health care services and programs that meet expanding needs.

RHD's celebration of 50 years of service will be about many things — the successes we've had, the Values we've created, the culture we've built. But it will be driven by the amazing people who've worked together to create an organization that wanted to see the world differently, where people could have the maximum impact in their community, create careers they could be proud of, and build their most successful lives.

Thank you for being part of this journey. And thank you for being part of RHD.

Marco Giordano, CEO



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ABOUT US

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, integrated health care, 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.

Where We Serve



PEOPLE SERVED MORE THAN 50,000 ANNUALLY

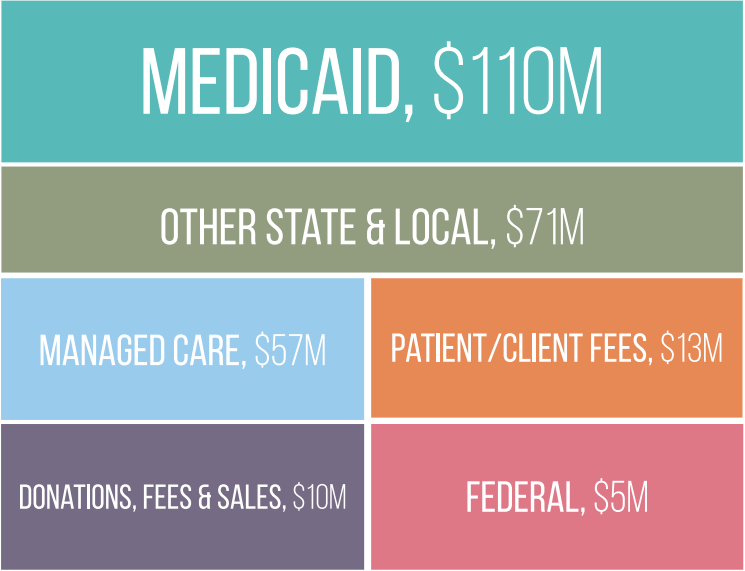
EMPLOYEES >5,000

Annual Revenue

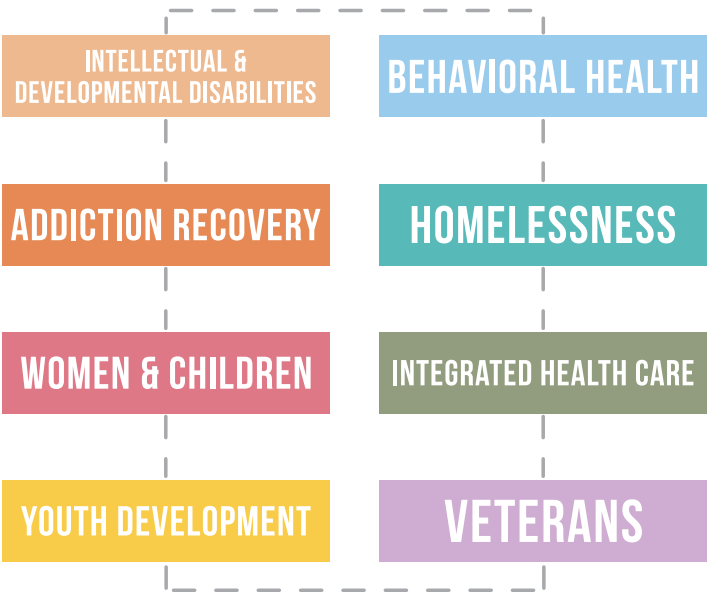


WHAT WE DO

Revenue By Source



RHD PROGRAMS BY SERVICE



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

Celebrating 50 Years & Counting

Est. 1970

RHD was founded in 1970 as an organization that would be an agent for social change and guided by its Values. From one program, two employees and a budget of \$50,000, RHD 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 each year in person-centered, trauma-informed programs across the country.

This year we celebrate RHD's remarkable journey, with an eye toward what the next 50 years might bring. What helped build RHD's long and rich history will guide RHD's bright future — a steadfast commitment to upholding 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.

For 50 years and counting, RHD's clients achieve the highest level of independence possible and build their most successful lives; RHD's donors, funders and partners have the greatest impact on their communities; our employees build careers they can be proud of. And when our partners, donors, funders, caring staff, and the individuals we serve all come together to create a community called RHD, we can work together to change people's lives.

Find out more about how RHD is celebrating 50 years of creating and delivering the highest quality services to people of all abilities, and planning for an amazing future, at www.rhd.org/50-years.



'70s



- RHD is founded in 1970 as a single mental health outpatient clinic (Lower Merion Counseling Services) with a \$50,000 grant. RHD has two full-time employees.
- Bert Wolfson, RHD's first Board Chairman, incorporates RHD on April 22, 1970. Wolfson hires Bob Fishman as CEO, and RHD positions itself as an organization that would be an agent for social change and guided by its Values.
- RHD launches New Beginnings Nonprofit Incubator, helping create the world-renowned Please Touch Museum.
- At the forefront of the movement to transition people from institutions into congregate care and eventually into independent living, RHD launches Residential Service Systems (RSS).



'80s



- With the creation of Family House, RHD expands to provide women & children's services, and begins to support a continuum of services for people experiencing homelessness.
- The movement to end institutional settings produces RHD's most aggressive expansion. RHD becomes a leader in providing person-centered services grounded in autonomy, independence and choice for each individual, assisting clients as they work toward meaningful, successful lives in their communities.
- RHD crafts The Bill of Rights and Responsibilities for employees and consumers that will serve as the framework for the culture we strive to create and maintain within RHD.
- By the end of the decade, RHD is trusted as stewards of more than \$10 million in contracts from our government partners.

“RHD SAVED MY LIFE.
I LOVE IT HERE.”



'90s



- RHD formally establishes the RHD Values that guide the organization. Recognizing that the Values cannot simply exist on paper, RHD begins celebrating its annual Values Day.
- RHD expands to its first state outside Pennsylvania, launching its first program in Louisiana.
- Expansion continues across the nation, as RHD starts programs in Connecticut, Florida and Massachusetts.
- Responding to severe health challenges in underserved communities, RHD creates the Family Practice & Counseling Network and begins to deliver quality health care services. FPCN is recognized as an innovator and a model for integrated care.
- RHD changes the face of its day services by launching creative arts programs for people with intellectual and developmental disabilities.



'00s



- RHD establishes itself as a national human services nonprofit with expansion to Delaware, Missouri, New Jersey, North Carolina, Rhode Island, and Tennessee.
- By the end of the decade, RHD is entrusted with \$180 million in contracts from federal, state and local government partners. RHD has more than 4,000 employees.
- The Department of Housing and Urban Development lauds RHD's innovative home ownership programs as “among the most distinguished performing programs in the nation.”



'10s



- RHD opens the nation's first residential recovery program offering comprehensive services specifically for the transgender community, starting RHD Morris Home.

“I'M SO GRATEFUL
THAT RHD EXISTS.”

- RHD's broad service mission produces the country's most diverse array of services. RHD's revenue tops \$250 million.
- RHD expands to Nebraska, Iowa, and South Dakota.
- Michael Denomme becomes chairman of RHD's Board of Directors, just the second board chair in RHD's history.
- Marco Giordano is named the third CEO in RHD's history, replacing Dyann Roth.
- RHD opens its first Shared Living program, an innovative approach to residential services.

IN THE NEWS



RHD Morris Home

Award-winning actress and LGBT advocate Laverne Cox (“Orange is the New Black”) hosted RHD Morris Home at her show “An Evening with Laverne Cox” at Penn. Cox talked with several Morris Home residents, congratulating them on their hard work and encouraging them in their recovery.

Morris Home is the first residential recovery program in the country to offer comprehensive services specifically for the transgender community. Morris Home’s campaign to expand services in a safe and welcoming new environment was featured on PhillyCAM and in The Philadelphia Gay News in a story titled “Transgender Recovery Will Expand Services.”

RHD’s Street2Feet

PBS, WBRE-TV, WNEP-TV, BRC-13, FOX56, Poconos Today and *The Wilkes-Barre Times Leader* covered RHD’s Street2Feet Outreach Center and its partnership with the Pocono Mountains Visitors Bureau, the Pocono Mountains United Way, and the Monroe County Waste Authority to provide opportunity for Street2Feet clients that helps their community. RHD Street 2 Feet Outreach Center, the only day shelter and outreach program for adults who are homeless or facing homelessness in Monroe County, 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.

Also, this year, Street2Feet celebrated its five-year anniversary as the only day shelter and outreach program for adults experiencing homelessness in Monroe County. In five years, Street2Feet has helped more than 350 people attain housing, and seen more than 200 people gain employment.

RHD’s Family Practice & Counseling Network

Donna Torrisi and Tarik Khan were honored as two of Philadelphia’s “Influencers of Health Care” by the Philadelphia Inquirer. Torrisi is retiring this year as director of RHD’s Family Practice & Counseling Network, which she led since RHD founded FPCN in 1992. FPCN is now the largest nurse-led health care network in the country. Kahn is a family nurse practitioner at FPCN and a tireless advocate for health care for people in need.

RHD’s Center for Creative Works

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.”

RHD’s One Step Away

Fox29, billypenn.com and *GRID* Magazine featured RHD’s *One Step Away* in stories on an innovative partnership with Berger Rental Communities’ “Hope & Door” project, which provides housing and rental assistance and seeks to work with Philadelphia homelessness providers to find people who have the best chance to be successful. The first person to qualify for the program’s housing assistance was a vendor working with RHD’s *One Step Away* named Ram, who talked how *One Step Away* helped him rebuild his life.

“There are times when a person just needs a chance.” Ram said. “RHD gives us a chance with the One Step Away program.”

RHD founded *One Step Away*, Philadelphia’s street magazine, 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 more than 80 percent of *One Step Away* vendors, distributing the street magazine is their only source of income.

RHD’s Café the Lodge

RHD’s Café the Lodge was featured in The Allentown Morning Call, and on PBS and WFMZ-TV for its selection to host a

mural project for the 2019 South Side Arts & Music Festival by renowned mural artist Pau Quintanajornet that highlighted mental health recovery. Café the Lodge is a full-service cafe that employs people in recovery from mental health challenges an environment that supports people who express a desire to work at jobs that make them feel productive and part of the community.

“With each person that comes into the Café, we are given the opportunity to show them what recovery looks like,” said Café the Lodge Director Ian Panyko.

RHD Children’s Outreach Services Program (COSP)

Charles Reyes, therapeutic support staff (TSS) at RHD’s Children’s Outreach Services Program (COSP), was honored on “Good Morning America” during a Father’s Day segment that recognized Reyes for his community service at Murrell Dobbins CTE High School. Reyes runs the local food pantry for students in need every Wednesday at Dobbins, in addition to organizing “Get Fit Saturdays” each weekend, promoting healthy activities from Zumba to basketball for local families.

“Good Morning America” showed up at Dobbins and put Reyes in a limousine for a ride to the Philadelphia Art Museum, where NFL Hall of Fame and GMA host Michael Strahan, welcomed him, accompanied by the Eagles cheerleaders. Reyes was welcomed by a huge crowd that included his family, friends, co-workers and current and former students.



HEALTHY, HAPPY AND AT HOME

RHD North Carolina's innovative partnership with Duke University and Alliance Health helps people achieve stable housing and better health — at a dramatically lower cost to taxpayers.

Quanda was frequently hospitalized, most recently with multiple strokes while residing in a Durham, NC, rescue shelter. Quanda was caught in a cycle of health problems and housing insecurity that made her life infinitely more challenging — at a significant cost to providers and taxpayers.

It also made her a candidate for the Health and Housing Case Management Program at RHD North Carolina, a partnership between Duke University, Alliance Health (which serves

thousands of North Carolinians in the state's public behavioral health system), and RHD. Today Quanda is in her own apartment, managing her health, and going back to school.

"RHD helped me a lot," Quanda said. "Having a place of my own, I'm able to take care of myself, and take care of my responsibilities. Before, I didn't like my life. But this has given me a motivation to live."

Quanda is just one of many success stories of this unique partnership at RHD North Carolina. An Alliance study of health care costs at Duke University Hospital found that the vast majority of costs were driven by a fairly small number of people. After identifying those "heavy users," RHD provided housing and case management — and quickly reduced hospitalizations by more than 40 percent. One individual recorded more than 20 hospitalizations in 12 months prior to attaining housing through RHD. With housing and case management, that individual was hospitalized only once.

"It's been tremendously successful," said RHD NC Director Nicholas Hobbs. "Chronic homelessness creates instability that makes it harder to manage other issues like health care. Housing and case management make other challenges more manageable."

Led by RHD Case Manager Rodney Daniel, RHD attains housing for an average of four people per quarter. RHD has housed 25 people last year, and 22 have retained their housing.

"It's very helpful," said Julia Gamble, nurse practitioner at Duke Outpatient Clinic. "It's traumatizing for patients to experience homelessness, and to feel that vulnerability — because what you see is a sense of helplessness, that the system isn't working for them. RHD helps people access the system and helps make the system work for them, when they're in position where they could really give up hope."

"That is life-changing. It really takes trauma-informed care to the next level."

Alliance Senior Vice President for Community Health and Well-Being Ann Oshel said: "RHD's leadership lives the mission of supportive housing. RHD has always been a willing partner to go above and beyond. There is a leap of



faith to something like this; there will be issues that come up that you just have to work out.

"RHD's ability to be innovative and take risks was really important. That's the spirit of our partnership with RHD — a commitment to do the right thing, first, and go from there."

While Duke, Alliance Health and RHD are still developing the data, Oshel is confident the program will show significant cost savings.

"There is a humongous cost impact," Oshel said. "One of the things I'm most

proud of is the grass roots nature of this partnership. It was sweat equity and perseverance that made it happen; it wasn't like we just dumped millions of dollars into this."

After years of being in and out of the hospital, Quanda's health is stable. She is also able to care for her granddaughter.

"I don't think there are words for what RHD does," Quanda said. "It's not just housing assistance; Rodney is there for me. I appreciate him, and all he's done for me."

Find out more: www.rhd.org/nc



“**WITHOUT RHD, I WOULDN'T HAVE MADE IT. TO COME HOME TO MY OWN PLACE, IT'S JUST AWESOME.**”
—Gary, RHD North Carolina client



PHILLY POURS

RHD welcomed Quincy Harris, host of “The Q” on Fox 29, as celebrity MC for Philly Pours 2019, a fundraising event that benefited RHD Children’s Services. Canon was the presenting sponsor for Philly Pours.

RHD is a pioneer in creating a diverse array of unique, effective children’s services that have helped thousands of children and their families achieve their behavioral and educational goals. RHD Children’s Services provide individualized, quality support to children of all ages and abilities in a respectful, caring and empowering way.

City Winery joined RHD as wine partner for Philly Pours. City Winery is a working urban winery that also serves as a restaurant, bar, concert venue and private event space.

“We had a terrific time,” said Raul Mesias, Director of Wine Sales for City Winery. “It is a great party for a great cause.”

2019 SPONSORS

Your support ensures that RHD continues to provide the highest quality of services to help children and their families across Philadelphia achieve their behavioral and educational goals.

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CUISINE

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Netsmart

Terry Soulé

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2019 IN-KIND GIFTS

Allied Global Marketing

Amazing Escape Room

Annenburg Center for the

Performing Arts

Ants Pants Café

Athleta

Bakery on 20th

BalletX

Barcelona Wine Bar

Big Blue Marble Bookstore

Blue Mercury Spa

Borgata Hotel Casino & Spa

Breakthru Beverages

Brian Rhodes

Bryn Mawr Film Institute

Bury the Hatchet

Caesars Entertainment

CDW

Chaddsford Winery

Cherry Blow Dry Bar

IN-KIND GIFTS CONT'D

Chick’s Restaurant

Chris’ Jazz Café

City Winery

CKO Kickboxing

Collective Creamery

Comcast Spectacor

Couch Tomato

Creperie Bean Monde

D’Angelo’s Restaurant

Dave and Busters

Eastern State Penitentiary

Elegance Clothier

Fare Restaurant

Federal Donuts

Fox 29 Philadelphia

Frank DiStefano

Hand and Stone Massage

Healthy Lifestyle Personal Training

Helium Comedy Club

High Point Café

Hope Chest

In Riva

Inn at Penn

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Majken Mechling

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Morey’s Piers & Beachfront Waterparks

NBC10 - NBC Universal

Painting with a Twist

Pennsylvania Academy of the Fine Arts

Petco

Philadelphia Eagles

Philadelphia Film Society

Philadelphia Museum of Art

Philadelphia Soul

Philadelphia Theatre Company

Philadelphia Union

Phillies Charities

Philly Pops

Please Touch Museum

Polish Nail Lounge

Punk Burger

Reach Climbing

Ry Bread

Schuylkill River Development

Seven Springs Mountain Resort

Shane Confectionery

Shardana Charters

Skirt

Spice Finch

Spread Bagelry

Stanley’s Hardware, Inc.

Steve & Cookies Restaurant and Oyster Bar

Tango Restaurant

The Daily Show with Trevor Noah

The Victor Café

Theresa Conroy Yoga Therapy

TreeTop Quest Philly

Trolley Car Café

Vault & Vine

WABC-TV

Warwick Hotel Rittenhouse

Wax and Wine Candle Bar

Weaver’s Way Co-op

Whitewater Rafting Adventures

World Café Live

Yards Brewing

Cumulative Net Revenue

PHILLYPOURS

BENEFITING RESOURCES FOR HUMAN DEVELOPMENT

\$111,504



MAIN LINE WINE GALA

Jean-Charles Boisset, proprietor of the Boisset Collection, served as honorary chair for the 2019 Main Line Wine Gala, an annual event that features the world's most innovative winemakers in an event that benefits RHD's innovative human services.

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 veteran's support program) and RHD's La Casa (a program that supports youth experiencing homelessness).

"It was a fabulous event, and I was delighted to have been named honorary chair," 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. RHD does this, and we are truly inspired!"



Cumulative Net Revenue

Main Line
Wine Gala

\$459,612

2019 SPONSORS

Your support of RHD's programs allows you to have the maximum impact in your community. The tens of thousands of people RHD serves each year rely on the generosity of supporters who believe that everyone should be treated with dignity and respect and have the opportunity to develop to their full potential.

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Porter & Curtis, LLC
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2019 IN-KIND GIFTS

Jo Bennett
JCB, Boisset Collection
Larry Genuardi
Marco Giordano
Paulette Greenwell
Scott Karpiak

Matthew Karstetter
Charles Lynch
Tom McCaully
Jim McGauley
Faye Strothers
Thomas Tirney
Bob Trimble



CHAMPIONS CELEBRATION

RHD's One Step Away is Philadelphia's street magazine. Launched by RHD in 2009, One Step Away creates meaningful income and personal growth opportunities for individuals experiencing homelessness or poverty. One Step Away vendors work to break the cycle of homelessness by selling the magazine they helped produce across the city.

For 10 years, One Step Away has served as an important voice of advocacy and source of meaningful income for people working to attain self-sufficiency.

The Champions Celebration is One Step Away's annual fundraising event, honoring individuals, vendors, and community partners who have been champions in the fight against homelessness.

Cumulative Net Revenue

\$317,949

2019 SPONSORS

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Hard Rock Café Philadelphia

Headhouse District via Urban

Princess Boutique

Healing Arts Collective

Interstate Fleets

Logan Square Neighborhood

Association

Nicole McFadden

Oriental Trading Company

Origlio

Philadelphia Convention and

Visitors Center

Philadelphia Distilling

Philadelphia Eagles

PMA Bike Ride

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OUR DONORS

We are pleased to recognize donors who supported RHD and its programs between Jan. 1 and Dec. 31, 2019.

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.

\$50,000.00 +

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\$25,000 - \$49,999

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