



2020 ANNUAL REPORT

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FROM RHD'S CEO

No one could have predicted the unprecedented challenges of 2020. Despite that, our communities met each one with inspiring resilience and determination. Resources for Human Development (RHD) remained committed to providing high-quality services while navigating a "new normal."

Living and working in 2020 taught us how to find innovative solutions to issues surrounding social distancing. But with our Values guiding us, we worked together to stay safe and healthy, while tailoring our services to best meet the needs of each individual, no matter the challenges they faced.

Reflecting on 2020, here are some important lessons we learned:

- We learned to quickly adapt our services to online and remote environments.
- We learned how to host meetings virtually as they became our lifelines to remaining connected.
- We learned about grocery shortages and proper handwashing, but also witnessed the kindness and generosity of the human spirit toward those in need.
- loss.
- the historical injustices in our country.
- We learned how to reflect on our own privilege and bias and challenge ourselves to listen and learn, and make immediate and long-term changes toward a more equitable RHD.
- We learned that grief comes in many forms, but it can also remind us of all the things to be grateful for.

With those lessons learned, here's what we can look forward to in 2021:

- will remain unwavering.
- milestone in 2021 with innovative and fun events.
- informed services.

We look forward to 2021 as a year for continued growth and successful collaborations with our partners – like you. Your support allows us to provide care and resources to the more than 50,000 individuals we serve annually, and we are very thankful! Here's to writing the next chapter in RHD's history together!

Marco Giordano, CEO

We learned how to joyfully celebrate each other and our successes in new and different ways – even amidst so much

We learned how to come together to address acts of discrimination committed against Black men and women due to

The COVID-19 vaccine is here and will eventually allow us to return to "normal" in the coming months and year. We are taking the many valuable lessons learned in 2020 and using them to inform how we approach our work in 2021. We created an inventory of anti-racist and trauma informed resources and activities, incorporating a wealth of information to empower and educate. Our commitment to fighting racial injustice and supporting communities of color

Last year marked 50 years of RHD's extraordinary services, and we look forward to celebrating this momentous

Exciting, new endeavors that include establishing a value-based service delivery model, using voice recognition and other adaptive technology, and creating the first family health and birth center in Philadelphia. We will also build on the momentum that our Eradicate Hate Initiative is generating. These endeavors, and others, will strengthen our standing as an Employer of Choice and Center of Excellence as we continue to provide high-quality, person-centered, trauma-

ABOUT US

Resources for Human Development (RHD) is a national comprehensive social services organization with a mission to provide caring, effective, and innovative services that empower individuals as they work to achieve the highest level of independence possible and build better lives for themselves, their families, and their communities. In 2020, RHD celebrated 50 years of delivering high-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.

RHD operates 160 programs in 12 states, serving more than 50,000 adults and children each year. Our programs specialize in helping individuals and families with complex needs, such as mental illnesses, developmental disabilities, chronic homelessness, substance use, post-traumatic stress, abuse, and more. Our wide spectrum of services covers housing, health care, education, community development, job training, career counseling, social services, addiction counseling, creative arts therapies, and peer support to veterans transitioning back to civilian life.

Where We Serve



Annual Revenue



WHAT WE DO

Revenue By Source





RHD VALUES

RHD is a values-driven organization. Although many values are important to the organization, some specific values serve as our cornerstone:

Respect for the Dignity and Worth of Each Individual

Individuals have the right to live, work, and thrive in an environment that affirms their fundamental dignity as human beings and does not insult or demean them.

Multi-Level Thinking

RHD promotes a "win-win" thinking process that encourages the expression of many different viewpoints and discourages one-dimensional thinking.

Empowerment of Groups

At RHD, power resides with the group, not with the individual. Whenever possible, decision making should utilize the collective thinking of multiple individuals at various levels of the organization, including the people we support.

Open and Safe Culture

All RHD settings must be open environments where people feel safe to communicate their thoughts, feelings, concerns, and ideas.

Creativity

All individuals in the RHD community are actively encouraged to express ideas and approaches, regardless of the degree to which they depart from what is considered typical or commonplace.

Honesty and Trust

The key to this Value is the recognition of the basic goodness and dignity of every human being and that they are viewed as honest and trustworthy. This creates an environment that encourages individuals to innovate, take initiative and risks, and take ownership of their work.

Diversity and Inclusion

All diversity is valued, affirmed, and celebrated at RHD. Inclusion puts the concept and practice of diversity into action by creating environments of involvement, engagement, respect, and connection. The organization actively works to eradicate all systemic and individual forms of racism, discrimination, and bias that uphold inequities. We reject all discriminatory behaviors toward any individual or group.

Organizational Integrity

RHD must conduct all its work with strict adherence to the highest ethical standards and with full transparency, including issues relating to laws and regulations and the proper utilization of funds.

Personal and Professional Enrichments

RHD is committed to creating environments that promote the ongoing enrichment and overall wellbeing of the personal and professional lives of the individuals in our community.

Quality Service

RHD programs are required to deliver services that address the needs, preferences, and satisfaction of the people we support and achieve our organizational standards of care. All services must be safe, effective, efficient, equitable, and person-centered.

DID YOU KNOW?

In the 90's RHD formally established the RHD Values that guide the organization. Recognizing that the Values cannot simply exist on paper, RHD began celebrating its annual Values Day.

RHD PROGRAM HIGHLIGHTS

RHD has been serving adults and children with intellectual and developmental disabilities (IDD) and helping them lead more fulfilling lives since 1972 through community-based residential, art-based day, and community integration, in 8 states, across more than 50 programs.

How RHD's IDD Programs Handled COVID19

Within the stressful climate of the pandemic, RHD IDD programs provided much-needed services that addressed concerns related to depression, anxiety, life transitions and crisis through a compassionate, best-practices lens. While community involvement came to a halt, the IDD programs consistently delivered creative, innovative services to participants and kept residents, safe, healthy, and entertained. Here are some highlights:

Intellectual and Developmental Disabilities Highlights

RHD IDEATE

Located in Philadelphia, IDEATE is an inclusive employment organization that provides support and assistive technology to individuals with barriers to getting and sustaining earning opportunities.

Early in the pandemic, IDEATE 3D printed hundreds of face shields that were shipped across the country to help protect RHD participants and staff.

In response to in-person challenges, IDEATE created uniquely curated, virtual services for participants. To deliver a robust curriculum rich in guest speakers and live performances, a diversity of innovative mediums was utilized – avatars, green screens, Real-Time Messaging Protocol, and multiple cameras.

During the lockdown, IDEATE opened an urban farm called Cultivate Philly to provide new employment opportunities in a pandemic-safe occupation. For those with dual diagnosis of IDD and mental health needs, farming is an accessible option for employment that is not only trauma-informed but responsive to a person-centered process.

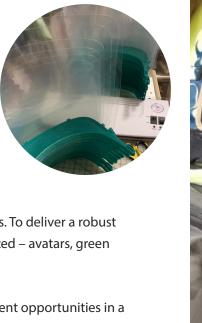


The IDEATE team also introduced RHD's Smart Home and Residential computing initiative, with the goal of designing secure systems and devices that empowered participants to become more independent. As part of IDEATE's work in innovative interfaces, a facial recognition system was given to an individual with quadriplegia to use as a computer navigational device in place of a traditional mouse. IDEATE also provided technology devices and systems to participants who lacked them and worked with RHD's business development and legal teams to explore policies in security and privacy.

IDEATE's pandemic journey was not easy, but it was ultimately rewarding; participants continued to work and earn money, and the program continued to ingeniously adapt and advance.

Find out more: www.rhd.org/ideate

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



MY BOSS

(I'M SELF EMPLOYED





Intellectual and Developmental Disabilities Highlights - Art-Based Programs

RHD's art-based day programs open new worlds for participants by providing the tools and support to inspire selfexpression, which can also be therapeutic. The following programs were more critical than ever during the pandemic.

RHD Center for Creative Works

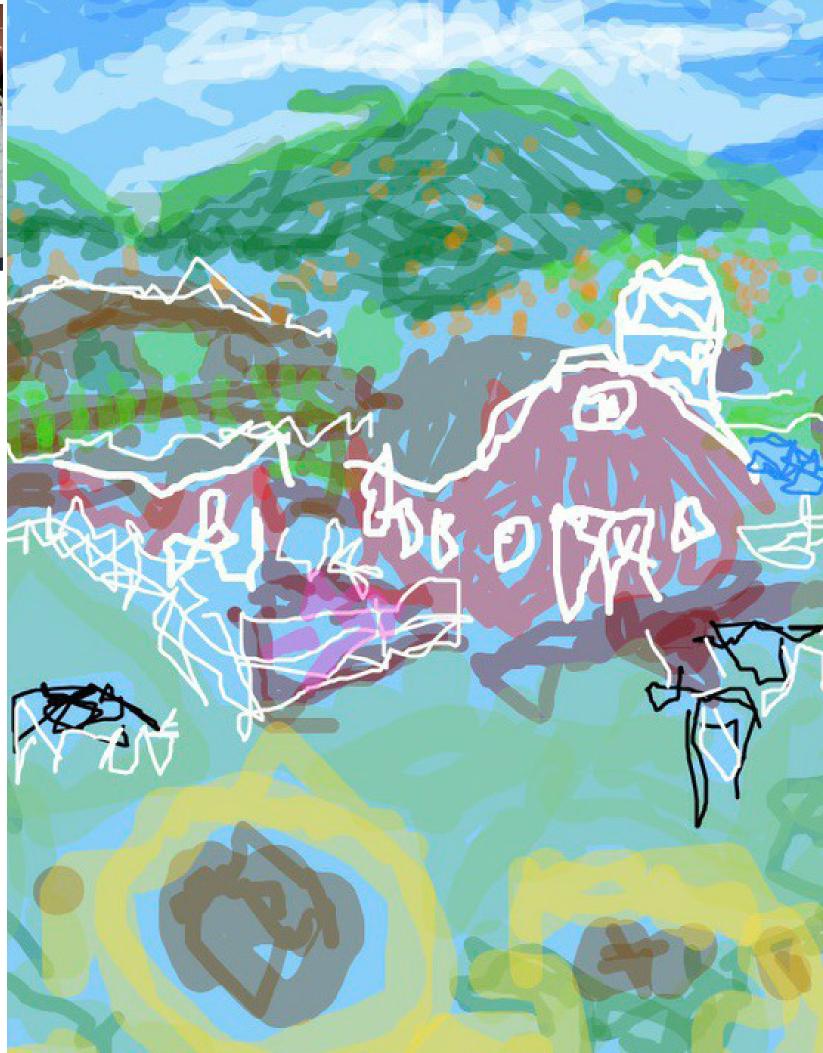
Center for Creative Works (CCW) is a unique, day-services arts program for people with intellectual disabilities in Wynnewood, PA. Within two weeks of closing their doors for in-person programming in March, CCW transferred to a virtual platform.

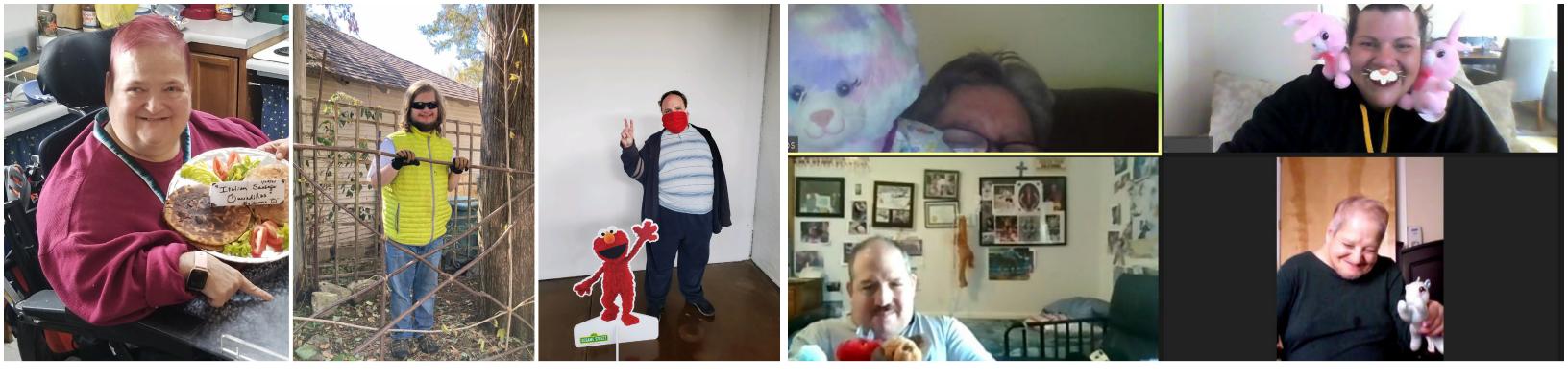
Offering creative and innovative remote programming, allowed CCW to stay connected with their clients. Several artists began taking online commissions. Community engagement increased between CCW artists, collaborators, and other community members. Through Teacher Corps, a CCW mini-program, CCW artists led virtual woodworking workshops for children. CCW artist, Norman, organized a community cleanup, with the help of a Philadelphia sanitation worker, and displayed his artwork and designs as part of the initiative.

Several creative collaborations were also born out of this unusual time. CCW partnered with Temple University's Institute on Disabilities on two projects "We Will Talk About These Days" and "Story Kiosk". The former involved a CCW instructor interviewing two CCW artists about their experiences through the pandemic and publishing the transcripts on Temple's website: **www.temple.edu/instituteondisabilities/we-will-talk**. The latter CCW/Temple joint venture was a creative storytelling project, supported by the City of Philadelphia's department of Behavioral Health and Intellectual disAbility Services (DBHIDS). A third collaboration was also formed between CCW artist, Vinetta Miller, and New York City Ballet dancer, Russell Janzen, resulting in short animations inspired by dance.

Not only did CCW survive the pandemic, but it also thrived with revitalized services, creative opportunities, and successful, new partnerships.

Find out more: www.centerforcreativeworks.org





RHD Live Yes Studios

Live Yes Studios (LYS) is an art-based day program for adults with developmental disabilities in Lincoln, Nebraska.

Following the mid-March closure, the program sprang into action – doing everything form rearranging shifts to procuring PPE – all to provide safety and a continuum of care for clients. The staff quickly mastered virtual teaching to offer art and music programs imperative to supporting clients' mental health. Staff also taught clients, parents, and guardians how to use Zoom and Face Time, and provided iPads and laptops to those in need. With instructors and devices in place, LYS began their first virtual art lessons on April 15.

As the months went by, LYS ran art lessons throughout the week and provided in-home care for two client artists. On July 1, they re-opened for in-person programming. This came with its own challenges, like providing COVID-19 safety and policy training for staff, securing adequate supplies of PPE and instant thermometers, and moving locations.

Despite the myriad of difficulties, LYS met every obstacle with determination and innovation, while seamlessly providing safety and services to receptive recipients.

Find out more: www.rhd.org/program/live-yes-studio



RHD Outside the Lines

Outside the Lines (OTL) is an alternative arts and community-based day program for adults with intellectual and developmental disabilities located in Medford, MA. The program uses art and creative exploration to help individuals explore their own unique potential in a way that best suits their interests, talents, and learning styles.

Providing creative services was challenging at the onset of the pandemic, which not only caused the day program to close, it had a detrimental impact on the social and emotional wellbeing of participants. The unseen benefit of these difficult times was that it gave us a chance to develop new ways of supporting individuals. Remote services created opportunities for participants to maintain connections with peers, and to continue developing skills from the comfort and safety of their home. Both staff and individuals reported that remote services gives them a reason to get out of bed each day.

The first virtual opportunities were one-to-one personalized Zoom sessions and phone calls, which soon expanded to include group activities. Everyone was given a customized plan that explored their unique interests and gave them undivided attention from staff. The interaction was a great option, particularly for individuals who struggled in group settings. However, many people thrived in Zoom groups that provided a safe space to maintain connections through shared experiences and activities. OTL participants who did not have access to Zoom-supported technology, were called on a weekly basis to maintain connection and given activities to work on at home. Art kits were delivered to people's homes every couple of months. It gave everyone a break in routine and something to look forward to.

By thinking outside the box and outside the lines, OTL continued to serve the individuals it supports and learned some valuable lessons in creative coping along the way.

Find out more: www.otlstudio.org



RHD Fine Line Studios

Located in the Bridgeton neighborhood of St. Louis, Missouri, Fine Line Studios (FLS) is an art-based day program supporting adults with developmental disabilities. Since 2010, it has been providing individuals with the tools and materials to create art and the supports to define themselves as artists.

In March of 2020, the program facility temporarily closed due to the pandemic. After realizing the closure would be longer than anticipated, the staff quickly began sewing masks for RHD Missouri's Residential Program. Next, the team came up with a plan to safely deliver art supplies to FLS artists who live around the St. Louis area in the form of "joy parades." They decorated transportation fleet vehicles, and the team played music and danced in the artists' yards as they came to the door to grab their goodies.

To provide art-based day program services virtually, FLS connected with the Recreation Council of Greater St. Louis, which allocated their grant funding to provide individuals with tablets including 6-month data packages. Zoom sessions drew more artists every week, and programming evolved based on artists' interests and individual goals. Some of the popular offerings included drawing instruction, social skills activities, self-esteem building activities, exercise, trivia, games – like FLS Wheel of Fortune, and virtual art museum tours. The FLS team also found new tools and ways to share on-line art techniques and resources through Google Chrome Music Lab, Google Arts + Culture, and more.

Although the pandemic was filled with challenges, FLS helped participants interpret the events that took place artistically and provided them with a safe space to discuss what was happening in the world. The teamwork and resulting artwork were truly remarkable.

Find out more: www.finelinestudios.org



Primary Care Highlights

The Family Practice and Counseling Network

The Family Practice and Counseling Network (FPCN), an RHD program, 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 throughout greater Philadelphia. Primary care certified nurse practitioners and licensed behavioral health professionals offer high-quality care aimed at improving the health status of the underserved, uninsured, and vulnerable people through the nation's largest nurse-managed health care network.

As a community-based comprehensive healthcare provider, FPCN had to quickly implement new protocols and ways of serving patients once COVID-19 hit. Some of the initiatives that FPCN planned to focus on in 2020 were put on hold. Instead, the organization poured resources into the safety and well-being of staff, serving patients with or at-risk of COVID-19 infection, and supporting the mental and physical health needs of the general patient population.

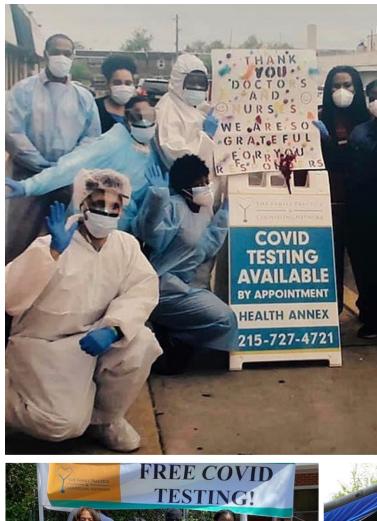
FPCN quickly emerged as a community-health leader in offering telehealth appointments, community-based COVID-19 testing, and vaccinations. FPCN held numerous events outside their health centers, testing thousands of Philadelphians and helping patients get connected to the necessary care.

At the start of 2021, FPCN pivoted quickly to distribute COVID vaccines to employees and eligible community members, collaborating with local clergy to provide vaccines at churches and community centers. FPCN was among the first 125 Federally Qualified Health Center (FQHC) nationally selected by the Biden administration for direct distribution of the vaccine to address racial equity and vaccine hesitancy. FPCN was also honored to partner with the City of Philadelphia to provide vaccinations to communities of color in areas with low vaccination numbers. To date, FPCN has vaccinated more than 12,000 individuals.

In one of the most difficult years since its inception, FPCN never wavered from the belief that quality healthcare is a right, not a privilege. In every area that they served, the organization embraced the challenges and embodied their credo.

Find out more: www.fpcn.com

QUALITY HEALTH CARE IS A RIGHT, Not a privilege.





















Behavioral Health Highlights

RHD first began offering behavioral health services in 1970. Since then, RHD has expanded to meet a variety of needs, utilizing recovery principles in offering services that range from closely supervised housing and intensive inpatient therapy to outpatient counseling and art programs designed for healing through creativity. RHD's behavioral health programs provide flexible supports that address the ever-changing needs of consumers and include support for family members and input for service design from consumers, their families, and advocates.

Under the umbrella of of RHD's behavioral health services is its shelters. When COVID-19 struck communities across the United States, drastically affecting individuals experiencing homelessness and a population who tends to be the most vulnerable, the ability to continue offering these services was called into question. RHD sprang into action, quickly adapting to the evolving health concerns around this potentially life-threatening virus. RHD worked with Philadelphia's Office of Supported Housing (OSH) to develop a new set of guidelines that would allow many homeless shelters and mobile behavioral health units to continue offering services to those needing them the most.

How RHD's Homeless Shelters Handled COVID

Everybody deserves a place to call home. From shelters and safe havens to supported independent living and nationally renowned case management services, RHD helps people of all abilities pursue their dreams of permanent housing. When the threat of COVID became reality, RHD worked fast to ensure Centers for Disease Control (CDC) guidelines were put into action to avoid any closures or halting of services.

RHD Fernwood

RHD Fernwood provides emergency housing for single men in Philadelphia referred by Philadelphia's Office of Homeless Services. Assessments focus on the immediate needs of the individual. Linkages with community services enable individuals to address OSH primary social service and housing needs.

Typically offering 65 beds, restrictions were put into place immediately to honor the social distancing guidelines defined by the CDC. RHD also worked with to determine how many men could safely occupy the shelter at any given time and to develop a strict set of instructions. These new rules were implemented to reduce the number of beds within the facility, manage how meals were served, and reduce the instances the occupants could potentially be exposed to the virus.

To limit the number of men occupying a room (or pod) in the shelter, the number of beds was cut to 32, with 2 men per pod. Another new guideline required men to sleep head to toe, then alternate toe to head, ensuring men weren't facing one another.

Mealtimes changed drastically as well. Instead of serving residents in a main dining room, or "hall," men went in small groups to pick up their meals (wearing masks) and returned to their rooms to eat. Organizing the men in groups and staggering the pick-up times helped to reduce the number of people in line at one time. Other measures taken were regular temperature checks, increased cleaning regimens, and strict mask adherence and enforcement.

Find out more: www.rhd.org/program/rhd-fernwood/



RHD Woodstock Family Center

Woodstock Family Center provides emergency shelter for homeless single parents with children and intact families. The facility provides an array of supportive services including case management, a Bright Spaces childcare program, and counseling through RHD's Family Shelter Support Team (FaSST).

Prior to COVID, Woodstock was able to accommodate up to 185 heads of household and their children, providing them housing and three warm meals each day. But like RHD Fernwood, they had to decrease how many people they were able to house by 50% - limiting their capacity to a mere 92 beds. In addition, Woodstock halted all outside visitors from entering the facility. They also implemented strict cleaning protocols, room delivery of meals (eliminating mass gatherings), and mask mandates.

Both RHD Fernwood and Woodstock Family Center experienced how the pandemic affected their ability to provide services to the men, women, and children experiencing homelessness in the Philadelphia-area, but were quick to learn how to make their facilities safe for their residents. Without the swift implementation of guidelines designed to create a clean and socially distanced environment, RHD would have had to close these shelters, forcing people in need back on the streets. RHD is proud to report that both centers are almost back in full operation, incrementally increasing the number of individuals they serve and the valuable resources they provide to the community!

Find out more: www.rhd.org/program/woodstock-family-center/

How RHD's Mobile Behavioral Health Programs Handled COVID

At the inception of the pandemic, there were many questions around how COVID-19 was transmitted and what, if any, precautions one could take to reduce the spread. Because RHD's mobile behavioral health programs provide clients with counseling and/or mental health services in their own homes, the ability to continue these services were called into question. RHD worked quickly to assess the CDC guidelines, to set new parameters around how to care for existing clients, so that a safe level of services could continue during the intense early months of the pandemic.



RHD Team A.R.R.I.V.E.

Team A.R.R.I.V.E. (Achieving Recovery and Rehabilitation with Individual Vision and Excellence) is the mobile core services team for individuals moving to permanent supported housing in Philadelphia. Utilizing psychiatric rehabilitation and peer support, ARRIVE is a community-based service for individuals with mental health needs. ARRIVE supports people as they locate, move into, and live successfully in their own home regardless of mental health symptoms and needs.

Once COVID limited their ability to offer some services, ARRIVE adapted their approach to bring meals to those who needed them and responded to emergency situations. In addition, ARRIVE staff maintained ongoing weekly contact with participants through phone calls and video sessions. Due to the uncertainty around the spread of the virus, many precautions were taken, such as conducting sessions outside, wearing masks, and sitting six feet apart. While some challenges arose because of this new approach, implementing strict CDC guidelines helped to allow counseling sessions to continue in a limited capacity.

Find out more: www.rhd.org/arrive

RHD FaSST/Connections

FaSST/Connections (Family Shelter Support Team) is a behavioral health care unit that provides evaluation, linkage, and coordination of services to individuals and families living in various shelters. Families receive linkages to programs, such as mental health, drug and alcohol treatment, housing referrals, and legal services as well as counseling and consultation with FaSST/Connections staff and other agencies and shelter staff.

Fortunately, FaSST/Connections was still able to provide face-to-face services to their clients by requiring both staff and clients to wear masks at all times, clean their office multiple times a day, sanitize and wash their hands before and after each interaction with clients, and reduce in-office staff. Because many staff were forced to remain at home, the ability to treat as many clients as before the pandemic was impossible. But RHD worked diligently to figure out the safest staff-to-client ratio so that in-person services could still be offered. In addition, as with ARRIVE, staff maintained ongoing weekly contact with participants through phone calls and video sessions.

RHD strives to put the needs of the communities they serve first. Witnessing each program respond and adapt to new rules and regulations from the CDC and OSH is an example of RHD's resiliency and responsiveness in providing ongoing services to our clients. Looking ahead, RHD will continue to evolve in offering additional programming and services to meet the changing needs of those we serve – providing the best and most relevant care is and will always be our number one priority!

Find out more: www.rhd.org/fasstconnections





2,064 likes

katiekatro6abc So humbled and honored to emcee Philly Pours Goes Virtual today, over Zoom! It's so uplifting to hear about the caring work organizations in our community are doing. To date over \$30,000





SPECIAL EVENTS

RHD's special events were held digitally this year. Philly Pours Goes Virtual was hosted by Pennsylvania native and 6ABC news anchor, Katie Katro. Guests were guided on an informative Zoom Virtual Tasting, culminating in a curated selection of hand-picked wines with City Winery's Chief Winemaker, David Lecomte. The virtual event raised over \$35,000 and garnered 75 virtual attendees.

At the Main Line Wine Gala, RHD celebrates the world's most innovative winemakers and benefits three RHD programs making a difference in the community: Healing Ajax, La Casa, and the Center for Creative Works. This year, RHD welcomed back Jean-Charles Boisset of Boisset Collection as Honorary Chair. He led attendees through an exciting and informative Zoom Virtual Tasting with exclusive wines hand-selected for the Gala. The virtual event raised over \$65,000 and attracted 105 attendees across social media platforms.

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MAIN LINE WINE GALA GIFTS-IN-KIND

Boisset Collection

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We are pleased to recognize donors who supported RHD and its programs with a gift of \$100 or more between January 1st and December 31st, 2020. Each gift is greatly appreciated with every effort 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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100.000+

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RHD GIFTS-IN-KIND

Greater Philadephia Autism Alliance Heyco Products IKEA JOMAR Gillian Thackray RHD established an Employee Relief Fund to help those in our community suffering loss and hardship from the COVID-19 pandemic, namely those who have been furloughed or hours temporarily reduced due to closures. The RHD community quickly sprang into action to offset some of those financial challenges this pandemic presented to our most valuable resources – our employees.

The generosity shown during these trying times is the hallmark of what is different and phenomenal about the RHD community. It helped us get through this current crisis together. The fact that many of our community members put the needs of others above their own, despite experiencing hardships and stress themselves, speaks volumes of the kindness and compassion that is alive in all of us. In times like these, we're reminded of how connected we all are. We are a family, and families come together in times of crisis. To date, 3,069.41 PTO hours/days were donated to staff and \$112,000 in personal donations were made. We thank you for your contributions and the meaningful impact you've had on the lives of our employees.

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