



# Annual Report 2025

## Resources for Human Development

One company. One way. One goal.



# TABLE OF CONTENTS

- 03 From RHD's CEO
- 04 About RHD
- 05 - 09 Year in Review: People - Process - Tools
  - Program openings, transitions & closures
- 10 Leadership & Organizational Updates
- 11 Enterprise Scale & Recognition **Error! Bookmark not defined.**
- 12 Looking Ahead to 2026
- 13 Donors & Supporters

# FROM RHD'S CEO



Whew... 2025 was everything. A sweeping, sometimes exhausting, sometimes exhilarating year full of suspense, hard turns, real progress, and meaningful wins. It demanded real work and real discipline. And it required us to make Real Hard Decisions (RHDs) not for show, not for comfort, but for the long-term health of the organization.

This year was grounded in aligning our People, Processes, and Tools so RHD can function the way it needs to, today and into the future. We made changes that were intentional and consequential. Not cosmetic fixes, but decisions focused on strengthening RHD as a whole.

We completed a comprehensive leadership and organizational restructure, reinvesting leadership closer to day-to-day operations and outcomes, strengthening accountability, and building depth across quality, compliance, operational systems, program support, and growth. All of this occurred while continuing a fiscal turnaround that has positioned RHD to close the year with positive results. There is still work ahead, but we are clearly moving in the right direction.

Across our national footprint, we served more than 70,000 individuals and employed just over 3,000 people. Our workforce and culture received national recognition from Forbes and Newsweek, affirmations of something we already know well: resiliency is RHD's superpower. We also marked our 55th anniversary, honoring the people, participants, and partners who built this organization and continue to carry it forward.

Operationally, we made disciplined moves, we opened programs where the need was clear, closed others when continuation no longer made sense, and continued to innovate across service lines and states with purpose and care.

Quality and compliance were front and center all year. Readiness is not something you prepare for once, it's something you maintain. License ready every day is not just a motto. It is how our teams show up, every day, committed to doing the work the right way.

As we look to 2026 and beyond, one truth remains clear: progress lasts when people, process, and tools move together. We have invested in leaders, clarified how work gets done, strengthened our systems, and sharpened accountability.

This is Mission in Motion: disciplined, human, values-driven, and always centered on the people who trust us with their care. I am proud of the work done in 2025 and grateful to the staff and leaders across RHD who made it possible. Together, we are building a stronger, more resilient organization, one that is prepared for what's next and grounded in why we exist.

We extend our heartfelt gratitude for your invaluable role in our community. We eagerly anticipate continued growth, innovation, and collaboration in the years to come.

Brian Matthew Rhodes

CEO

# ABOUT RHD

Resources for Human Development (RHD) is a national, comprehensive human services organization that provides caring, effective, and innovative services to empower individuals to reach the highest level of independence possible and build better lives for themselves, their families, and community.

In 2025, RHD operated over 125 programs in 13 states and served more than 70,000 adults and children. RHD's programs specialize in helping individuals and families with complex needs, such as mental illnesses, developmental disabilities, chronic homelessness, substance abuse, post-traumatic stress, physical/emotional abuse, and more. RHD's wide spectrum of services covers housing, healthcare, education, community development, job training, career counseling, social services, addiction counseling, creative arts therapies, and peer support to veterans transitioning back to civilian life.

## 13 STATES

Connecticut  
Delaware  
Florida  
Iowa  
Louisiana  
Massachusetts  
Missouri  
Nebraska  
New Jersey  
North Carolina  
Pennsylvania  
South Dakota  
Tennessee

## AREAS OF EXPERTISE



Intellectual & Developmental Disabilities



Behavioral Health



Integrated Health Care



School-Based & Children's Services



Supportive Housing



Drug & Alcohol Recovery



Arts & Culture

To view a full list of our programs visit [www.rhd.org/our-programs](http://www.rhd.org/our-programs) or scan the QR code.



## EMPLOYEES >3,000



# YEAR IN REVIEW: PEOPLE · PROCESS · TOOLS

## 55 years of service, innovation & impact

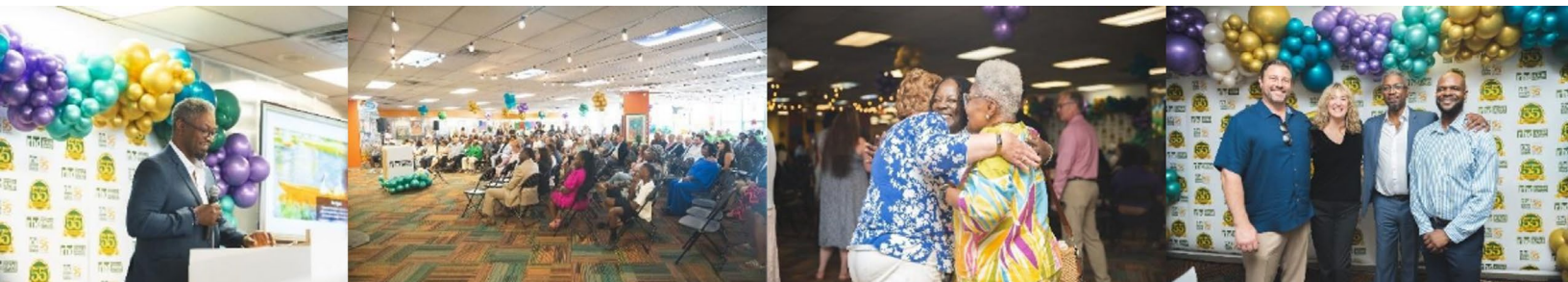
In 2025, Resources for Human Development (RHD) proudly marked **55 years** of delivering creative, values-driven human services. What began on **April 20, 1970**, as a bold Philadelphia-based experiment—with **two staff members**, a **\$50,000 budget**, and the visionary leadership of **Bert Wolfson**, RHD’s first Board Chair, and **Bob Fishman**, RHD’s founding CEO—has grown into a national organization grounded in dignity, compassion, and person-centered care.

From the outset, RHD’s mission was to build a different kind of human services organization—one rooted in respect, creativity, and multilevel thinking. Those founding values continue to guide our work today, shaping an enterprise that now serves **tens of thousands of individuals across the country** each year.

During this milestone celebration, CEO **Brian Matthew Rhodes, Esq.** reflected on the resilience and commitment that define RHD’s people:

*“Over the past few years, we’ve weathered real challenges... we didn’t fall – we fought. And now, together, we rise.”*

As we honored 55 years of service, we celebrated not only where RHD began, but what it has become: a thriving national network of programs, partners, and dedicated staff delivering care with heart, creativity, and excellence. The same spirit that fueled RHD’s founding in 1970 continues to inspire our work today—and will guide us into the years ahead.



# YEAR IN REVIEW: PEOPLE · PROCESS · TOOLS

## RHD's Health Centers

### *A story of continuity, care, and courage*

For more than three decades, our health centers have been a lifeline for thousands of families—places where people who often have nowhere else to turn can find compassionate care, connection, and hope. In neighborhoods where access to quality healthcare is fragile, our clinics have stood as steady, welcoming anchors.



In 2025, that stability was unexpectedly at risk. When new federal regulations made it impossible for the Family Practice & Counseling Network to retain its federally qualified health center (FQHC) status under its parent organization, we faced an impossible choice: close our doors or reinvent ourselves entirely.

Closing meant 15,000 patients—many living with chronic conditions, many without insurance, many who trust us with their stories and their struggles—would lose the care they depend on. We simply could not let that happen.

What followed was a powerful reminder of what community truly means. Partners, advocates, and supporters stepped forward. Conversations that began in uncertainty turned into a shared commitment to protect care for the people who need it most.

Thanks to extraordinary support from the University of Pennsylvania Health System—including \$9.5 million in financial and operational resources—we were able to create a new,



independent organization that could continue serving patients without interruption. In July, the clinics transitioned into a new entity: **Family Practice & Counseling Services Network**. The name has changed slightly, but the heart of our mission remains unchanged. Every day, our teams continue to meet people where they are—with dignity, belonging, and deeply human care. Every day, our doors remain open because our community believed in what we do.

This transition was not just a structural change. It was an act of preservation. A promise kept. A collective effort to ensure that those who are most often overlooked continue to be seen, heard, and cared for. And none of it would have been possible without generous partners and donors who understand that access to healthcare is more than a service—it's a lifeline.

# YEAR IN REVIEW: PEOPLE · PROCESS · TOOLS

## PA Behavioral Health & Housing Services

### *A Year of Progress, Collaboration, and Service Excellence*

The PA Behavioral Health & Housing System achieved strong outcomes this year, meeting goals across all major priority areas while navigating significant organizational transitions. Programs continued to deliver high quality, evidence-based care to residents, strengthened referral partnerships, and invested in staff development and facility improvements.

## Systemwide Achievements

- All programs maintained or obtained DDAP licensing and demonstrated strong performance in MCO credentialing.

## Clinical Excellence

- Evidence-based practices expanded across programs, including CBT, DBT, Motivational Interviewing, Seeking Safety, Music Therapy, SMART Recovery, and trauma-informed approaches.
- Added a SMART Recovery group and continued monthly consultation with the System Centered Training & Research Institute.
- focused heavily on trauma response and grief support following significant community losses.
- CORE continued its holistic, individualized treatment model and advanced customization of its “Phase Work” system.
- Bucks County Halfway House launched a weekly alumni group and hosted PA CareerLink’s Workforce on Wheels.
- Filmmaker David B., an individual in services at LMCMS, proudly completed his 10th documentary this year and showcased his work with a special screening at the Bryn Mawr Film Institute in December. His continued creative achievement is an inspiring testament to his talent, dedication, and storytelling voice.

## Development

- Staff across programs completed DDAP-mandated training, CPR/First Aid, and specialized sessions in drug trends, trauma-informed care, MAT, crisis management, and more.
- Womanspace Empower added specialized training in SMART and wound care.
- Nova III emphasized Addiction 101 to deepen foundational knowledge.

- CORE staff participated in training on trauma-informed practices, de-escalation, Hepatitis C, and Incident Management.
- Bucks County Halfway House prioritized flexible, on-demand training formats to support staff needs.
- LMCMS proudly recognized John W., an individual receiving services, with the *Titan of Tenacity Award* in honor of his extraordinary perseverance and commitment to personal growth. In addition, the Unit Director was honored with the *Pillar of Power Award* for exceptional leadership and unwavering dedication to the program's mission.



# YEAR IN REVIEW: PEOPLE · PROCESS · TOOLS

## RHD Awarded Philadelphia's New Shelter in Logan



This year, RHD was selected by the City of Philadelphia to operate a new shelter facility in the Logan neighborhood, located at 5201 Old York Road. The site will welcome up to 350 unsheltered individuals and families, advancing Mayor Cherelle Parker's initiative to expand year round shelter capacity across the city.

The Logan site, formerly the Grace Dix Center, was chosen for its readiness and strategic location—adjacent to the Logan Branch of the Free Library and within walking distance of public transit. The facility will offer comprehensive wraparound services, including behavioral health and substance use support, following a model proven effective at Riverview Wellness Village.

City officials, community members, and local leaders collaborated closely throughout the planning process. At a community meeting, residents emphasized the importance of safety, cleanliness, professional operations, and keeping families together. In response, the city committed to enhanced security measures, ongoing facility maintenance, and the creation of a community advisory board. The future operator is also expected to hire from the local community.

The Logan Community Association voiced strong support for the project, noting that the proposed services will offer dignity, stability, and hope for individuals and families experiencing homelessness.

RHD is honored to be part of this vital effort to expand safe, supportive shelter options for Philadelphians and to partner with the city in its broader "One Philly Response to Ending Street Homelessness."

# LEADERSHIP & ORGANIZATIONAL UPDATES

## Executive Leadership Team

- Brian Rhodes-Chief Executive Officer
- Elise Tretola (Inperium) – President over Operations (temporary)
- Emmett Highbaugh- Vice President of Operations (Pennsylvania)
- Paul Ronollo - Vice President of Operations (Regional)
- Owen Camuso – Senior Executive Director, Quality & Compliance
- Martin Reilly – Senior Executive Director, Operational Systems
- Brandon McLaren – Senior Executive Director, Business Development
- Sheena McClenton – Senior Director, Project Management & Communications

## Leadership Updates

- Charlene Carothers – Senior Executive Director, Nursing
- Jon Chillinsky – Regional Director, BHH WEPA
- Trish Fleming – Director of BHH Quality (Regional)
- Matthew Gambino – Director of IDD Quality (Regional)
- Jessica Holdsworth – Performance Based Contractor Administrator
- Kayla Holloman – Director of Policy and Process
- Kaelynne Koval – Senior Director, Day & Employment Services
- Lisa Little – Director of IDD Quality (PA)
- Aaron Lucas – Regional Director, IDD WEPA (NEW to RHD)
- Laura Marvel – Director, Quality & Compliance (NC, Iowa, Wake Enterprises)
- Bob Noble – Regional Director, IDD NEPA
- Katie O'Reily – Regional Director, BHH PA

# ENTERPRISE SCALE & RECOGNITION

In 2025, RHD proudly served more than 70,000 individuals and employed an average of over 3,000 staff across our programs. This year, RHD was recognized nationally for its workplace culture and commitment to employee wellbeing—ranked #56 on Forbes’ Best Midsize Employers list and #89 on Forbes’ Best Employers for New Graduates. In addition, Newsweek named RHD one of America’s Greatest Workplaces for Mental WellBeing, underscoring our continued dedication to creating supportive, healthy work environments for our teams.

# LOOKING AHEAD TO 2026

In 2026, RHD will introduce a new operational philosophy—“operating within one inch of each other,” reflecting a renewed commitment to trust, alignment, and accountability across all teams. This approach emphasizes close collaboration, shared purpose, and unified execution. Through our 2026 initiatives, RHD will streamline and standardize processes and tools systemwide, while leveraging the expanded scale, resources, and expertise made possible through our affiliation with Inperium. Together, these efforts strengthen our foundation for growth and position RHD to deliver even greater impact in the years ahead.



# DONORS & SUPPORTERS

Sandra & Karl Dickl

First Presbyterian Church Of DFS

Full Circle Removal

Clary Glenn Funeral Homes Inc

GoodCoin Giving Fund

Greater Kansas City Community Foundation

Gum Creek Farms Inc

Barbara J Kapcala

Pocono Mountain Quilters

T. Rowe Price Program for Charitable Giving

Mary Jacques Procaccino

Raymond James

William & Eloise Rinehart

Dr. Sheldon & Bette Steinberg

Schwab Charitable

Cathy G Thayer