THE QUARTERLY NEWSLETTER OF THE NONPROFIT RESOURCES FOR HUMAN DEVELOPMENT

WHO WE ARE: Resources for Human Development is a national human-services nonprofit with more than 160 progams in 14 states serving those with developmental delays, mental illness, homelessness, and substance abuse and poverty issues. Established in Philadelphia in 1970, RHD is also a pioneer in the development of socially conscious, for-profit enterprises.

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Home Sweet Home: Endow-A-Home director Cynthia Brooks (L), sits with Margaret, an Endow-A-Home alumna and homeowner on the front porch of Margaret's home. Margaret is just one of the many mothers who've moved from homelessness to homeownership in the 25-year history of Endow-A-Home, one of the most successful homelessness programs in the country.



RHD's Endow-A-Home celebrates 25 years of supporting mothers moving from homelessness to home ownership

"I'd gotten so used to moving all the time; a number of different homeless shelters, treatment facilities, I was in transitional housing for a year and then had to move. When I had the chance to move into Endow-A-Home, I was really excited, because it was finally an opportunity for stabilization; to have a place that I was going to be in permanently. It's so hard to improve your life in a shelter; you just feel trapped. Being in a home, you get some stability and peace of mind. I could finally focus on the important things — going to school, working at my job, because at the end of a day's work, I could be somewhere. I could come home.

'I don't know what I'd do without this'

SUMMER 2013

Ralph creates amazing and intricate work in a space specially designed for him by RHD

Ralph is going to work. He stands from the couch and slowly uncurls several feet of hose from the oxygen tank Ralph has with him at all times. Ralph is a client at H.E.A.R.T. Services, which promotes independence by providing support to individuals in recovery who are aging and medically fragile. Ralph has Chronic Obstructive Pulmonary Disease, and can't go far without a steady and constant flow from the oxygen tank. But he needs to work every day. So RHD's Environmental Design team made sure he had a workspace that fit him, and each day Ralph makes his way into his workroom to produce intricate models and miniatures with a life all their own.

"Here's where I live; there's where I work," Ralph said, gesturing at the living room of his apartment and then pointing toward the back where his assorted materials are stacked on his desk.

"I don't know what he'd do if he couldn't work," said Collin Mullins, a clinical manager who works with Ralph. "If he can't work, his anxiety level is really high, which sometimes results in hospitalizations. But working calms him and focuses him. He feels much better if he can work."

Ralph is a carpenter with experience in construction. His physical and mental health issues make working in traditional settings impossible; he often can't leave his apartment. But he'll see something outside the window of his West Philadelphia apartment, or come across a structure in a magazine or online and he'll be moved to re-create it in his workshop.

"I'm still learning myself why I do it," he said, as his fingers worked over the roof of a miniature gazebo he's working on. "Someone said to me, oh, you're an artist. Well, I don't consider myself an artist. I don't think of myself that way.

See RALPH/ page 4



Looking good: Ralph sees things differently when he's working on projects like this one, a painstakingly created miniature house.

"It was such a weight off my shoulders, that pressure of not knowing what was going to happen next. It couldn't have been better for me. To know I had a home, a safe environment for my children, was the best feeling. It was one of the best opportunities, and best experiences, of my life." — Sharon, one of the first Endow-A-Home moms

n 1988 RHD CEO Bob Fishman launched a program called Endow-A-Home, based on the simple belief that a way to fight homelessness might be to give single mothers the financial tools to own their own homes. At first, Endow-A-Home was like most programs that work to end homelessness — it was about shelter. But Endow-A-Home Director Cynthia Brooks quickly saw that this wasn't enough. Believing that homelessness was a symptom of a larger debilitating issue, she began attacking the root causes. Brooks launched an initiative that focused on case management. And the results have been spectacular.

This year Endow-A-Home celebrates 25 years of helping mothers move from homelessness to homeownership, as one of the most successful homelessness programs in the country. Ninety percent of Endow-A-Home's formerly homeless women now hold jobs. Eighty percent have completed GED, college, and/or masters/ professional programs.

Endow-A-Home provides homes for as many as 45 mothers (and their children) at any given time. Providing the housing (only mothers with children are eligible, and are able to select a home of their choice from available houses covered by a Section 8 subsidy) turned out to be the easy part. Endow-A-Home's success is based on comprehensive longterm case management and support services that help motivated mothers achieve self-sufficiency and a stable life for their family.

"We realized we had to come up with a case management program, and it had to be in the houses — home visits," Brooks says. "Women write

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Kenneth Kauffman | photos



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MyRHD is published quarterly, mailed to supporters, donors and government officials. It is meant to inform about RHD's activities, innovations and successes in the more than 160 human-services programs it operates throughout the country. If you wish to unsubscribe to MyRHD, please email info@rhd.org or write us at the address above.

How you can help

More than 27,000 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.

Whether it's a child in need of a winter coat, a single mother trying to escape a life of abuse, or a man with autism whose life is about to change when he is given that first paintbrush, your contribution will help create a brighter future for these men, women, and children who just need a chance to develop their full potential.

A place to S.T.A.Y.

RHD's Supporting The Authentic You helps people experiencing homelessness find and keep permanent housing and attain independence and dignity

Grilling out: Isaac (L) invites his friend Larry over for a cookout on his balcony. Isaac lives in his own apartment in Memphis, with support from S.T.A.Y.

saac welcomes a visitor into his apartment, and the first thing he does is apologize for the layout, saying: "I know this looks a little strange ..." But he's beaming as he says it; Isaac has laid out mattresses on the floor next to his couch so that he can stretch and do his exercises as he recovers from recent hip surgery.

He's arranged his apartment this way because he can. Because it's his. Issaac is a client at Supporting The Authentic You (S.T.A.Y.) in Memphis, Tenn., a supportive housing program that helps people experiencing homelessness find and keep permanent housing.

"He's set up his apartment in a way that suits him, which he couldn't do in a shelter," said S.T.A.Y case manager Marisa Whitsett. "His home doesn't have to look like my home, because his needs are different than my needs. That's how we work to help people attain independence, self-determination and dignity by putting people in charge of their own lives."

Isaac moved to Memphis to be with his family, but after losing his job and encountering health problems — the severe hip injury among them — he found himself on the street. He took refuge in a local shelter before coming to S.T.A.Y., where he is now in his own apartment. He's engaged in the community and pays his rent on time. He's taking adult education classes and seeking employment. And his hip has recovered enough that he walked to his most recent job interview.

"This place is a blessing," he said. "It's the best thing that's happened to me in 20 years. There are good people here."

S.T.A.Y. provides comprehensive, recovery-oriented case management services in the clients' homes, working with property owners to help create opportunities for people to break the cycle of homelessness. S.T.A.Y. provides permanent supportive housing for individuals who have experienced chronic homelessness with severe disabilities and uses the "Housing First" approach, focusing on maintaining housing, connecting participants to community services, and emphasizing harm reduction strategy.

Even the name of the program is deliberate.

"We wanted something that had an air of permanence, that was distinctly different from transitional housing or shelter," said Elizabeth Ray, S.T.A.Y. program director. "This is not a place where clients have to worry about where they're going to be next, where they'll be moved to, how soon they have to leave. They know they have a place where they can stay. When people have to move through multiple levels of housing, that creates a set of artificial barriers to recovery. "That's the principle of Housing First — once people obtain safe, affordable and secure housing, that's when other issues can be addressed effectively; that's when people are in position to succeed. Our services are client-driven. We're not setting goals for them; we're supporting them as they set goals for themselves. We work on helping you be you." The Housing First model is one of the guiding principles of RHD's supportive housing programs, which support more than 400 people in five states. S.T.A.Y. staffers focus on helping individuals access and sustain permanent rental housing as quickly as possible, and offer a variety of services that promote housing stability and individual well-being on an as-needed basis. Clients work with S.T.A.Y. to develop and maintain a housing stability plan. Supports provided by S.T.A.Y. include building the skills needed to maintain a clean and safe home, be a good neighbor, and manage a personal budget.



Supporting The Authentic You: Isaac works on his computer, in his apartment (top). At the S.T.A.Y. offices, office manager Okuoma Aniagu (L) and director Elizabeth Ray focus on maintaining housing, connecting participants to community services, and emphasizing harm reduction strategy (bottom).

Make this winter season a special one for those who are working toward better lives. Please use the enclosed envelope to send a check or visit us at <u>www.rhd.org</u> to donate online.

Change lives, families and communities for the better. Help Resources for Human Development help people in need help themselves.

> "People are much more receptive to treatment after they've been stabilized in housing," Ray said. "We can see people regaining their

self-esteem and sense of dignity; they feel respected because we treat people with respect. That's when people are in position to seek — and keep — employment, access community services and make strides toward self-sufficiency and independence."

National studies show that cities embracing Housing First see a decline in the use of crisis services that results in millions of dollars in savings to public systems. In addition, clients in Housing First experience:

- 92 percent fewer nights in emergency shelter
- 87 percent fewer detox admissions
- 75 percent fewer incarcerations
- 66 percent reduction in hospital costs

Larry had been sleeping on the floor of a local mission — "It was like being in hell, just without the fire," he said — before coming to S.T.A.Y. He's now in his own apartment, has not had to access crisis services and is working at a new job.

"The staff here is there when you need them, and they really work to help you," Larry said. "I feel like I got my life back."

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HOME

from front page

their goals down. Not necessarily lofty, big-picture goals, but daily, one-step-at-atime goals. Not 'Get your degree,' but 'Call about enrolling in school.' Not 'Become a perfect mom,' but 'Read to your kids today.'

"It's about teaching them how to incrementally change their lives. Taking that on shows that we see them as valued. Worthwhile. Deserving. That translates back to themselves, in decisions such as who you pick to live with you, what you see as your goals. They can see that there is more to life."

Endow-A-Home holds regular workshops for its mother-partners, creating a community where they can lean on each other as well as the program.

"It's like a sister system," said Barbara, a current Endow-A-Home mom. "If you need something, you don't have to go far. For my youngest daughter, to see her mom in a home, to actually get her own room, it was a new beginning. It taught her she could reach for what she wanted."

"Once we choose a home, they come in and ask: 'OK, now what are you going to do? What's your plan?" said Asha, one of the first Endow-A-Home moms. "We'd get together for those workshops, and we cried every time we saw each other. Emotions were so raw. But after our little sniffle-fest, it was: 'What are you going to do?""

Endow-A-Home helped Asha enroll in cosmetology school, and she now owns Silver Strands Salon in Elkins Park, Pa.



"I always say I have one regret — that my mom didn't live long enough to see the person I've become. That I'm in my own home, that I graduated from college, that I'm a primary care RN, that my daughters went to college. I think back to when I was living in a homeless shelter, and I just don't know how I did it. But Cynthia became a mother figure for me. She was my rock. She's just an angel.

"I remember when I signed the contracts, sitting at that table, and them telling me I was going to have a home. I was eventually able to own the home, and I still couldn't believe it, that it was really mine.

"But when I felt like I needed to move to a different neighborhood, to a school that was a better fit for my son, I remember thinking, well, what happens to this house? I talked with Bob Fishman about what our options were, and he just smiled and said: You know, it's your home. You own it. You can do whatever you want. "That I had done all that work to own a home, and then I was able to sell it if I wanted, buy a home somewhere else if I wanted, to have that kind of control over my life after all that time ... I just sat down and cried." Lions" for the sons of Endow-A-Home moms.

"My son used to be in trouble at school all the time, but since he's had the support from Endow-A-Home, he's a straight A student," said Kimberly, an Endow-A-Home mom.

"My daughter was cutting herself, and I didn't even know it," said one Endow-A-Home mom. "But she got the help she needed at Sisters of Soul; she had mentors she could talk to and a special bond that she found there. She's back in school and doing so well."

This year three children of Endow-A-Home moms will graduate high school and attend college.

"That's what I'm proudest of, over all these years — the kids," Brooks said. "That the kids in our program are growing up, and they hopefully won't have to go through what their mothers went through because they're starting in such a better place, that gives me great joy."

Like most developments Endow-A-Home has embraced over the years, the idea for mentoring for the teens came from the mothers. They articulated a need and helped move a plan forward, and what Brooks and the Endow-A-Home staff began as a sixweek trial project became a remarkably successful staple. Among the activities the teens of Endow-A-Home will engage in this summer is an outing to see Cirque De Soleil.

Over 25 years, Endow-A-Home has grown with its mother-partners, adapting to their needs and always finding a way forward.

"Our mothers come to us most often with no GED, no high school, many fighting addiction, some with a criminal history, almost all of them coming from a situation of domestic violence, they all have children they're trying to raise," Brooks said. "And I come into their lives and say: You can turn your life around. Oh, I think most of them don't believe it at all. But we're telling them they can have a home of their own, and, well, they'll do or say almost anything to get there.

"If they have that dream, just the desire to make their lives better, we can work it out. We'll find a way. The resilience they've shown, to overcome incredible odds to do what they've done in this program, is just amazing to me."

"My husband put a gun to my head, and that's when I grabbed everything I could, got my kids and left," said Angelina, a current Endow-A-Home mom. "It was hard for me here, because I had such trust issues. I wouldn't open up. But Endow-A-Home gave me so much support and helped me evolve into the person I am. I'm getting my master's degree this year, which I never would have thought I could do. They gave me a real path to have a purpose again."

The first Endow-A-Home mom to own her own home was Sharon, a formerly homeless single mother with a 12-year-old son, who became a homeowner with the help of the first interest-free community-service mortgage in Philadelphia history. She went on to earn her master's degree and is now the director of human resources at the Gaudenzia drug and alcohol rehabilitation center. And she's still with Endow-A-Home: Sharon now sits on the program's advisory board.

"I was honored they asked me," Sharon said. "I'd do anything for Endow-A-Home — stuff envelopes, whatever. I just want more women to have the opportunity that Endow-A-Home can offer."

"It's so hard for me to talk about Endow-A-Home; I just start to cry. I've been a recovering addict since 1989; I'm 24 years clean. When I became disabled six years ago, it really set me back — but Endow-A-Home was there for me. I love them so much. They never gave up on me. "I've been in Endow-A-Home for 22 years. I've had a lot of setbacks; I've had to work so hard to get my credit clean, I was working two jobs when I got disabled. I was so close to owning my own home, but now I've just been set back. And they've stayed with me, and I'm going to keep working at it. "It's not a party. It's not a freedom. It's a privilege to be an Endow-A-Home mother."

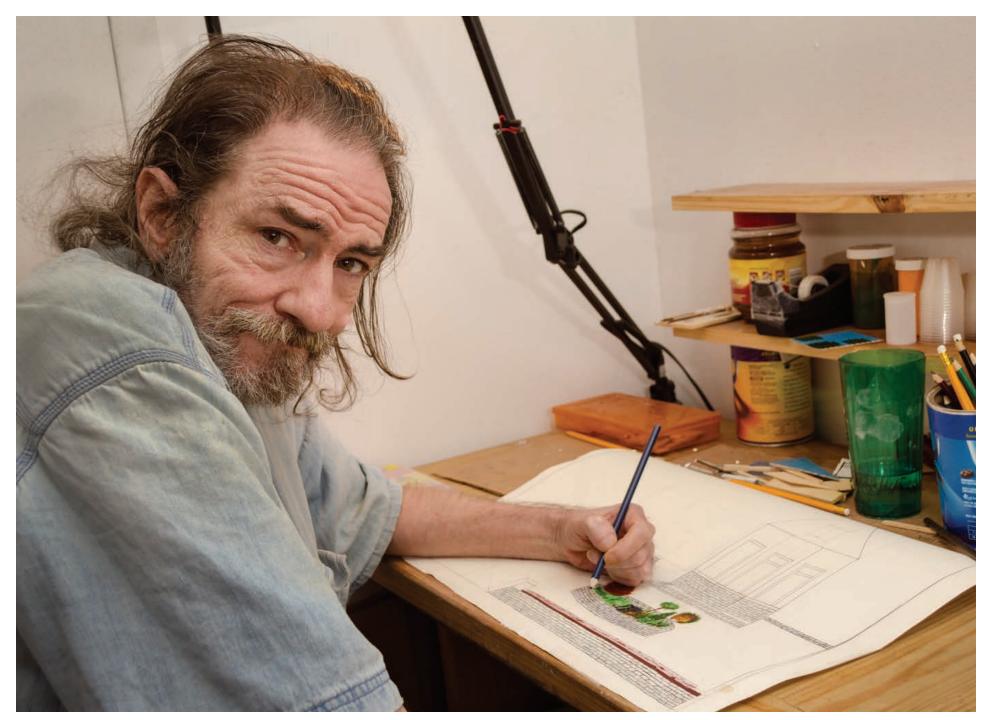
— Samantha, former Endow-A-Home mom

Endow-A-Home has dozens of success stories. All of them begin with a home. But all of them end happily because of the long-term commitment of case management.

"Without that, it's like trying to drive a three-wheeled car," Brooks says. "If you don't have case management, it won't work. It's not that the women aren't able. It's not that they aren't willing. It's that they just don't know how. Case management provides the know-how."

Brooks calls the Endow-A-Home women "mother-partners." And it is a partnership. The mothers have to show progress in building their lives and those of their children to stay in the program. Endow-A-Home also began mentoring programs for the teenagers, instituting "Sisters of Soul" for the daughters and "Young — Denise, Endow-A-Home mom

"It's a privilege to be an Endow-A-Home mother."



RALPH

from front page

"I just don't know what I would do with myself if I didn't have this."

He scavenges materials wherever he can; discarded wood, spare parts, items donated from friends or RHD staffers. When he can, he'll purchase materials from local art stores.

From a picture in a magazine, or an image he finds online, or a memory in his head, Ralph will create stunningly lifelike miniature models. He creates a house, perfectly to scale, with working windows and doors and a painstakingly crafted fireplace. His gazebos, and he will produce several in succession, are exact down to the smallest detail — even the rafters of the gazebo's roof.

But a living space that fit his work needs was a particular challenge. RHD's Environmental Design team visited his home and quickly set about working with Ralph to build something that would suit him. "He had this tiny desk in a room he was sharing with another client," said Barbara Hammer, RHD property acquisition coordinator. "His bed, his dresser, every piece of every surface was covered with whatever he was working on. It was very disorganized — although he seemed to know exactly where everything was. "The best we could do at that time was get shelves up for him. But then he moved into a new apartment where he had his own living space, and we thought we could put something nice together for him and make him a real work area." Hammer and Leah Forrest, RHD corporate program coordinator, always work with the clients to create an environment that reflects their interests and needs. The effort underlines RHD's value of person-centered services,

creating a place that meets the clients' needs and enhances quality of life. By engaging the clients and supporting them as a vital part of the process, clients take pride in their living spaces, their belongings and themselves.

But Ralph, with his background and experience, presented a unique challenge.

"We had a little bit of negotiation," Mullins said, laughing.

"He had strong opinions on what he wanted; where he wanted to sit, where he wanted things to go," Hammer said. "There was a tremendous amount of discussion and negotiation, and we each had to compromise on some things. He'd drawn up plans and shared his drawings, and we had to get his blessing to make changes. He's got some experience, he knew what he was doing, and I wanted to honor that. He had definite ideas about what everything should look like, and I wanted to be very careful to respect his wishes and his knowledge.

"I was having a tough time drilling into one piece of the wall, the screws wouldn't hold, and he took one look and said: The studs are metal. And I thought, well, how would he know? But sure enough, they were metal."

In the end, Ralph liked his workspace, and spends hours on his projects.

"I can't think of anyone like Ralph; the way he replicates stuff that he sees, the way he can take what's in his head and make it," Hammer said. "I was blown away by his work."

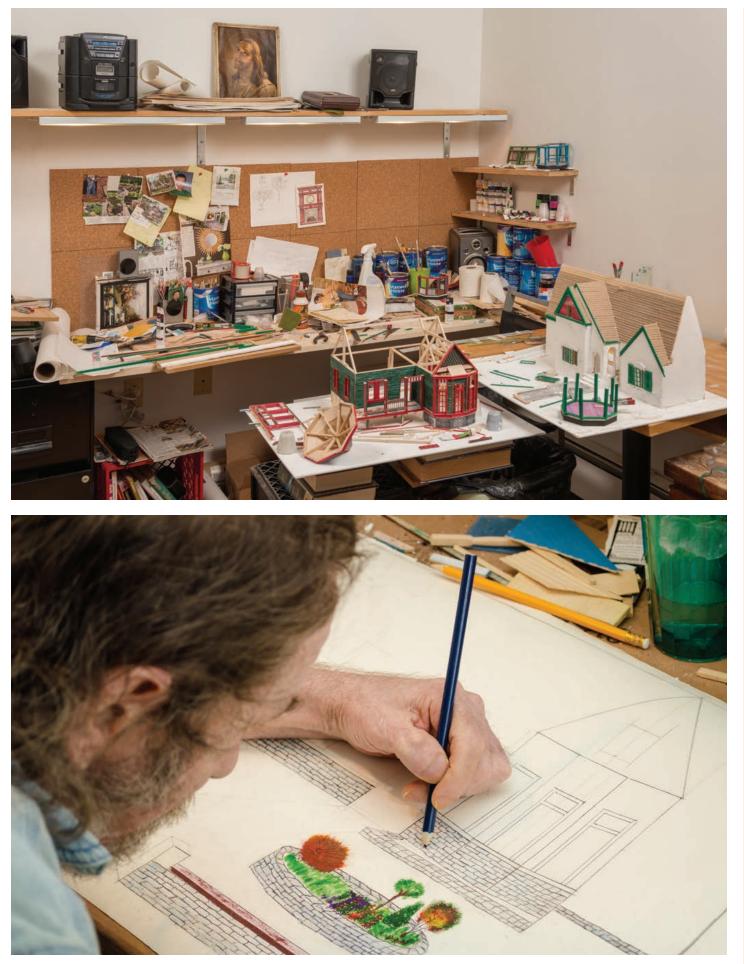
Ralph offers his designs for sale, but he usually gives his designs away as gifts.

"Well, I like for people to see it," he said. "I like to get eyes on it. I'm glad that people like it when they see it. I used to take on jobs where I'd, say, re-do somebody's kitchen. And the look on their faces when it's done, when they see this new thing they have and give you that big smile, that was the whole thing, for me. That's what made me feel good.

"Having this space is nice, but it's not about me — it's about the work I can do. I put my heart and soul into my work. I do one thing at a time, and I put my heart and soul into each piece."



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Environmental Design at Kailo Haven **'I regained my self worth'**

Another RHD program that has seen the benefits of the Environmental Design team's efforts is Kailo Haven, which serves people experiencing homelessness and dealing with issues of mental illness and/or substance abuse. A client named Reggie blossomed when he got involved with RHD Environmental Design Specialist Leah Forrest's efforts to give the residence a makeover.

"I started to feel good about myself," said Reggie, who in

RHD MAKING HEADLINES

For these stories and more news about RHD's innovative programs around the country

serving people of all abilities, please visit the media center at www.rhd.org or scan here:



RHD's Equal Dollars Community Currency featured on Grid Alive! with CEO Bob Fishman, Equal Dollars Director Deneene Brockington

RHD CEO Bob Fishman and Deneene Brockington, director of RHD's Equal Dollars Community Currency, appeared on Grid Alive! in March to discuss how Equal Dollars is promoting economic activity in the Philadelphia region and kick off the "Keepin' It Local" initiative. The April issue of Grid magazine featured a cover story on Equal Dollars, a noninterest bearing currency promoting the exchange of goods, services and labor through a membership network.

RHD hosts House Democratic Policy Committee hearing on mental health funding

Mike Sturla, D-Lancaster, chaired a public hearing of the House Democratic Policy Committee hearing on funding for mental health services in Pennsylvania held at RHD's corporate offices in March. State Rep. Stephen Kinsey, D-Phila., requested the hearing and served as co-chair. The hearing focused on state funding allocated for mental health services in Pennsylvania, and the availability of services. RHD Corporate Associate Director Richelle Gunter and RHD Peer Support Coordinator Eric Larson were among those who testified.

RHD's Philly Youth Poetry Movement featured on CNN's 'Black in America'

RHD's Philly Youth Poetry Movement was featured on CNN's "Black in America" with Soledad O'Brien. The hour-long documentary was part of a series moderated by O'Brien exploring colorism and identity and showcased several PYPM poets. O'Brien focused on two 17-year-olds, Becca Khalil and Nayo Jones, on their journeys to find their racial identities.

Khalil and Jones are members of RHD's Philly Youth Poetry Movement, which gives young people their voice and promotes social change, cultural and ethnic diversity and positive self-esteem.

Ralph at work: Ralph produces stunning intricate and accurate miniature models in his home at H.E.A.R.T. Services. Clockwise, from bottom left: Ralph measures the next piece for the roof of the house he's working on; Ralph's sketches will soon come to life in his work station; The new work space in Ralph's home has everything he needs; Ralph will often have a number of projects going at the same time, and works in painstaking detail; RHD Environmental Design Specialist Leah Forrest works with Ralph to put up shelves.

addition to other projects helped build and hang original artwork at the program's entrance. "It lifted me up a whole lot, to see something I did. It's like my legacy, that the work I did there is going to be there. I regained my self worth, in a way. I'd hear people talk about the piece in the hallway and say: 'That looks nice; who did that?' I wouldn't say anything, but I'd pat myself on the back. Because I knew I did that."

While at Kailo Haven, Reggie quickly accomplished his goals, including acquiring his own housing. Forrest said she enjoyed the project at Kailo Haven because "it really gave the the people there a chance to showcase their talents and skills. They had an array of skills, and we were able to see those come out in a unique and creative way." One of the Kailo Haven clients who benefited, surely, was Reggie.

"We saw his leadership abilities come out," Kailo Haven Director Jim McPhail said. "When Barb and Leah came in, and Reggie got to be part of the process, and got to feel like they valued his input, he just lit up.

"Reggie encouraged a lot of guys to get involved in the work, and when they were done it was something that was theirs. They were proud of what they did. The Environmental Design team was able to promote and teach those kinds of skills to the clients, and it gave them more motivation."



On the air with PYPM: CNN's Soldead O'Brien does makeup for Philly Youth Poetry Movement's Nayo Jones

5

'This is our community'

Staffers at Family Practice & Counseling Network come together to assist a woman with some unique challenges

> Bob Fishman, founder and CEO of Resources for Human Development

Taffers at our Family Practice and Counseling Network became used to seeing this Iady, sitting outside on the street. She was homeless, begging for food and loose change and clinging to a cat.

A number of staff members reached out to her, a lady we knew only as Alice. They provided her with a meal, a few dollars, some clothing, and food for her cat. But for months she refused to come inside and get health care, until one day, finally, she decided to walk into the health center. And so began an extraordinary tale of how we respond to the needs of our community — even when, or especially when, they can be particularly challenging.

"I met her in the hallway," said Germaine Gould, the health center's outreach & resource coordinator. "She had the cat. I went to Donna (Torrisi, Family Practice and Counseling Network executive director) because it had odor; could we bring this cat in? But the cat gave her comfort. And Donna decided, well, let's let her come in."

The staff was immediately drawn to her.

"She's the type of person that when you meet her you want to do everything you can to help her — she's a sweetheart, but because she's homeless the really good side of her personality is often overlooked," said Joi Goodman, Abbotsford-Falls clinical case manager.

"She's a beautiful young lady; her spirit is good," Gould said. "I'm in recovery myself, so I'm open to know anyone can be in her shoes. People don't know how close we are to living a life like hers."

Nurse practitioner Leslie Burton provided for her health care needs. Gould, Goodman, Certified Peer Specialist Ricky Wyche and Behavioral Health Consultant in Primary Care Rosemary Crisfulla worked to address her behavioral health issues, and Gould volunteered time." to serve as her home case manager. They helped her secure housing, move her belongings into her new home, and took up donations to provide her with clothing and food.

Abbotsford-Falls is part of RHD's Family Practice and Counseling Network (FPCN). The Network of five nurse-managed health centers provides primary and behavioral health care to public housing residents and surrounding communities, serving an often uninsured and vulnerable population.



'Part of our community': FPCN staffers Germaine Gould, Leslie Burton and Joi Goodman (L to R), were among those who helped Alice at the Abbotsford-Falls Health Center. Abbotsford-Falls is part of RHD's Family Practice and Counseling Network.

commitment to providing comprehensive person-centered care to an underserved and vulnerable population - working to truly improve an individual's quality of life, to care for a community one person at a

Other staffers at Abbotsford-Falls quickly stepped in.

"People collectively went through their closets to see what they could bring in, people who had never even met her; it took on its own sort of life," said Goodman.

"Everybody pitched in," Gould said. "We took donations to get her a fan, even a stroller for her cat."

Gradually Alice began to greet the staff warmly, and attend her medical appointments. She showed interest in the nurses and even asked Gould to bring her a book so that she could learn more about nursing.

"Now, this was an extreme case," Goodman said. "But we had the resources to be able to help her. And if you can't serve people like her, why are you here? Why are you a community health center? This is our community. She's part of our community."

Gould realized that the first thing they needed to address were hygiene concerns. The team noticed that she was in relatively good physical health, but suffered from a number of behavioral health problems.

Gould began to work with her on eliminating some destructive behaviors. Crisfulla reached out to Carolyn Truesdale, FPCN Director of Behavioral Health, and described what Crisfulla acknowledged was truly a "constellation of needs."

"When I mentioned her attachment to her cat, Carolyn just said: 'Well, then we will have to find a therapist who likes cats," Crisfulla said. "That really exemplifies the team's approach and the center's

"You used to know she was here because you could smell the cat; you'd smell its odor," Goodman said. "She was here the other day and no one knew she was here — a complete transformation.

"She is just so grateful and so excited for everything that's happening for her. She's excited to start her life back over again."

We can't know the future with any client. But if we work to empower people, give them a chance, support them as they work to build better lives for themselves, we know that amazing things will happen.

"She's very appreciative for what the center has done for her and so am I," Gould said. "It's a blessing that this program allows you to do work like this, and support people in this way. A lot of places are not going to do what we do. It doesn't matter how many resources you have. You have to have heart."



THE QUARTERLY NEWSLETTER OF THE NONPROFIT RESOURCES FOR HUMAN DEVELOPMENT

THANK YOU TO OUR SUPPORTERS Gifts to RHD and its programs from July 1, 2011 to June 30, 2012

Every effort is made to include all gifts. If we have inadvertently omitted yours, please contact Jean Kowalski at jeank@rhd.org or 215-951-0300, ext. 3824.

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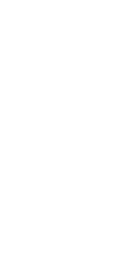
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Experts in the field

RHD's Jim MacMillan, Eric Larson and David Dan testified before the state House Human Services Committee in Harrisburg, Pa., on gun violence and mental health. MacMillan is a nationallyrenowned expert on gun violence and the director of RHD's Gun Crisis Reporting Project, and Dan is an RHD program coordinator and fellow at the Drexel Center for Non-Violence and Social Justice. But Larson, RHD's peer support coordinator, stole the show with his personal story of recovery.



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