



**R H C**

**Resident Home Corporation**

# 2007 Annual Report

Partnering with people with  
developmental disabilities to  
achieve their desired lifestyle.

# Year in Review

**2007 was a year of change, challenges and movement towards strategic planning, CARF accreditation and continuous improvement.**

## *Strategic Planning Involves Everyone*

Over 100 respondents participated in the identification of strategic issues for planning RHC's 2008 strategic plan. The vision, mission, and guiding principles were updated to reflect the values and goals of RHC and a grand strategy of creating a culture of continuous improvement was developed and embraced by the agency's leadership.

## *CARF Accreditation will prove RHC means Quality*

The CARF self-assessment process shed light on opportunities for improvement in service delivery and policy and procedures while the strategic planning process identified infrastructural needs to sustain the quality and growth of services. In response to the opportunities for improvement, all program areas defined measurable outcomes for 2008.

To meet the infrastructural needs identified in the CARF self-assessment there was a transition in leadership in our Community Residential Services and a re-alignment of the quality assurance department. A new position of Ombudsman was created to address the specific goal of a more customer focused service. A new position, Chief Operating Officer, was created to manage the internal operations of the agency, lead the CARF process and, with a team, create and implement the ongoing Strategic plan. Other new positions added in 2007 were our Marketing & Communications Manager, Chief Financial & Administrative Manager, Development Associate, Housing Development Planner, Housing Administrative Director, CITE Psychological Assistant, and Supported Living Manager.

## *Continuous Improvement Strategies That Work*

To support our grand strategy of continuous improvement RHC sent four staff to a week long 'Train the Trainer' course to learn and bring back The MANDT System® training to all of staff in 2008. This training is based on developing positive healthy relationships with individuals and learning technical skills to support someone through a crisis cycle. Preliminary MANDT System® training was conducted in 2007 as a pilot. In addition to the MADNT System®, all program managers received training on requested topics including time management and communications as well.

We also increased our technology support in a number of areas including our CITE database, HRIS and replacing our servers and computers with those that fit our needs. The CITE database is in development to accommodate the time tracking and documentation needs of this department. HRIS system was purchased for employee file management. Replacing our computer and servers occurred to update our equipment to facilitate an internal Intranet and remote connectivity for more efficient staff communication. A grant was awarded to RHC specifically for the server updating and facilitating the internal Intranet website.

Our growing development department was able to secure resources for programs through grants for planned respite care and psychological services in addition to funding for other agency needs such as technology. Several fundraising and friend-raising events were held in 2007 to generate opportunities for additional revenue.

In 2007 RHC partnered with the Cincinnati Flying Pig Marathon and the New York City Achilles Track Club to bring the Hope & Possibility to Cincinnati. The Hope & Possibility is a 5K Run/Walk that is part of the Flying Pig's 5K. RHC's goal was to bring an inclusive event to Cincinnati that people of ALL abilities could be a part of. The Hope & Possibility 5K Run/Walk partners people with disabilities with people without disabilities on the course and in training. The pairing of the teams will allow the partners to push each other's competitive edge and build a bond beyond the physical realities. The Hope & Possibility is a run that will break down barriers and create a unique opportunity for integration and inclusion.

The opening of two fully accessible community living homes in which RHC provides services to adults with developmental disabilities occurred in 2007. The closing of the one remaining group home on the Monfort Heights campus was a historical event as there are now no children or adults served on RHC's main campus; all the children and adults we support are integrated in the community.

# Year in Review

## **Individuals Served**

CITE Community –Based Services	105
CITE Home-Based Services	129
Psychological Therapy Services	14
CITE Life Skills	16
My Planned Retreat	32 (612 days)
My Safe Place	13
My Family Home	67
Community Living	38
Supported Living/ Drop in Services	28
<b>TOTAL # of INDIVIDUALS SERVED</b>	<b>442</b>

## **Community Outreach**

	<b>Contacts Made</b>
CITE-Community Based Trainings	214
CITE Parent Support & Discussion Groups	91

## **Employee Retention Rates**

In 2007 we inverted the way we look at this statistic from turnover to retention. The overall retention rate for 170 employees in 2007 was 78% which was the best rate of the previous seven years. A few departments had 100% retention in 2007, Community Based CITE, Supported Living Drop-in, and Housing Resource Group.

Retention Rates of:	Retention %
Community Based Cite/WEC	100%
Home Based Cite	81%
Foster Family Services	67%*
Community Living	72%
Supported Living	73%
Drop in Support	100%
Housing	100%
Administration	82%

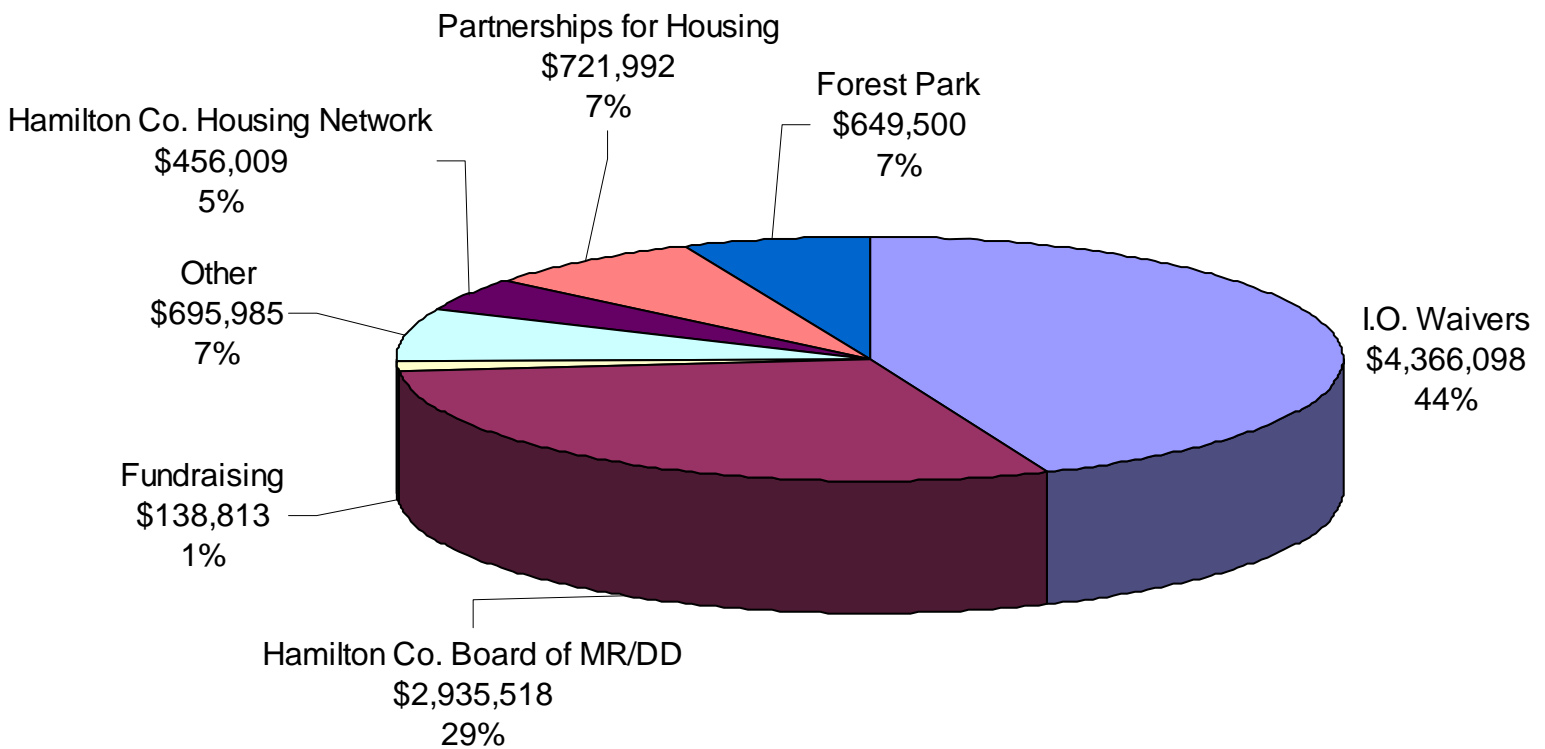
\* Does not include contracted providers

# Fiscal Information

## 2007 Revenue

I.O. Waivers	\$4,366,098
Hamilton Co. Board of MR/DD	\$2,935,518
Fundraising	\$138,813
Other	\$695,985
Hamilton Co. Housing Network	\$456,009
Partnerships for Housing	\$721,992
Forest Park	\$649,500

**Total** **\$9,963,915**



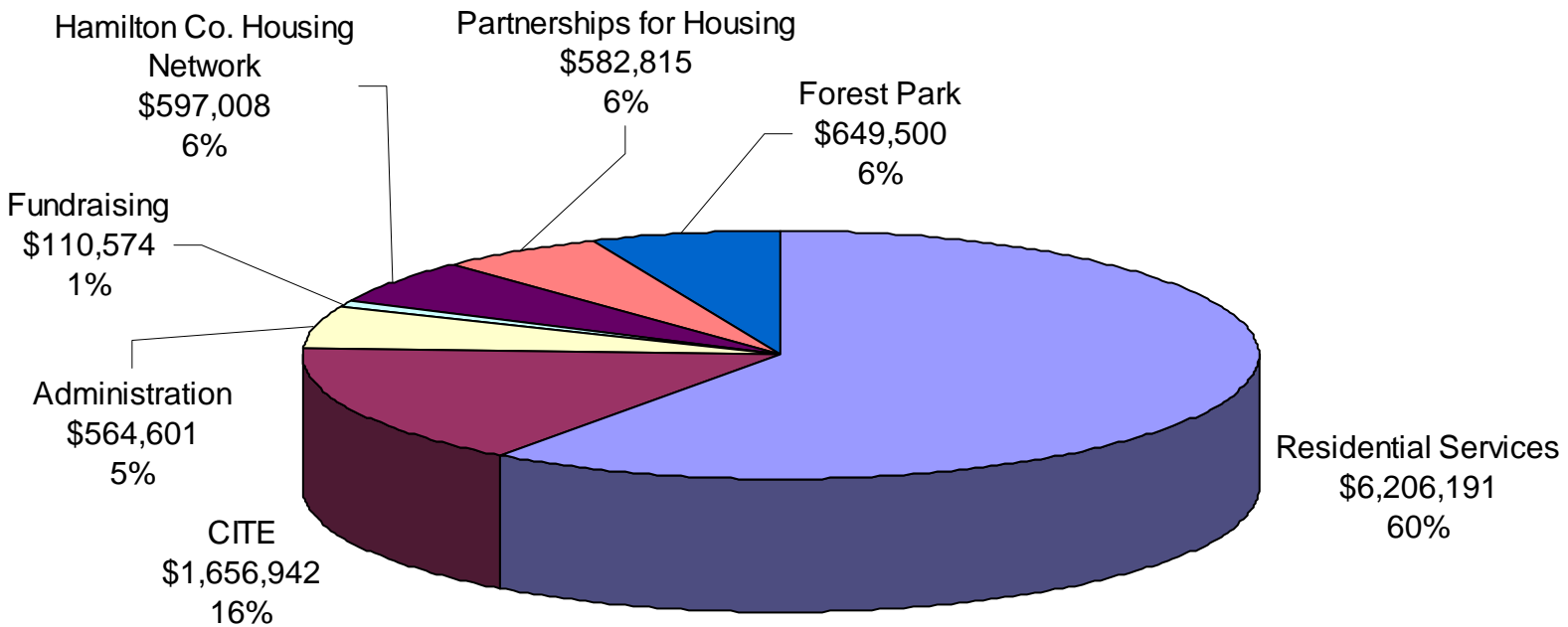
RHC is a non profit organization and we appreciate the funding we receive from federal, state and county sources, as well as community investors. RHC's fiscal year is January 1 through December 31 and an independent audit is completed for each year. RHC's total revenue for 2007 was \$9,963,915 and their total expenses were \$10,367,631. RHC's total net assets at the end of 2007 were \$3,618,333. These reports are based on RHC's 2007 audited financial statements. RHC's IRS form 990 is available upon request and can also be found at a link on their website, [www.rhcorp.org](http://www.rhcorp.org).

# Fiscal Information

## 2007 Expenditures

Residential Services	\$6,206,191
CITE	\$1,656,942
Administration	\$564,601
Fundraising	\$110,574
Hamilton Co. Housing Network	\$597,008
Partnerships for Housing	\$582,815
Forest Park	\$649,500

**Total** **\$10,367,631**



# Thank You!

Individuals and companies that made a donation to RHC in 2007 made an absolute difference in the lives of the people we serve. From the entire RHC team and all of the individuals and families served daily, *we sincerely thank you for your support.*

## Individuals

### **\$1,000 and up**

Anonymous  
Mr. and Mrs. Edward A. Comer  
Mr. and Mrs. John Douglass, III  
Mrs. Nancy Bolam-Jenkins and Mr. Donald Jenkins  
Dr. Patrick R. Maynard and Dr. Karen Muse  
Mrs. Rajani Menon and Dr. Santosh Menon  
Dr. and Mrs. Robert South  
Mr. and Mrs. George Vonderhaar  
Stuart and Gladys C. Warshauer Fund of  
The Greater Cincinnati Foundation

### **\$500 to \$999**

Ms. Andie Bernard  
Mr. and Mrs. Thomas R. Binzer  
Chul and Katherine Cho  
Robert and Gretchen Dinerman Fund of  
The Greater Cincinnati Foundation  
Mr. and Mrs. David Distel  
Ms. Barbara Dundee  
Mr. and Mrs. Russell C. Ferneding  
Ms. Leslie K. Hale  
Mr. and Mrs. Aubrey Herman  
Mr. and Mrs. Peter A. Keiser  
Mr. and Mrs. Tom C. Leach  
Ms. Melinda Monterosso  
Ms. Susan Pahner  
Mr. and Mrs. Robert Rinsky  
Dr. Thomas S. Webb  
Mr. Thomas J. Wiencek, Esq.

### **\$250 to \$499**

Mr. and Mrs. Clifford Backscheider  
Mr. and Mrs. Ronald Binder  
Ms. Ann Blase and Mr. Rick Maier  
Mr. and Mrs. Richard T. Brown, III  
Mr. Mark D. Brown  
Ms. Michele Carey  
Mr. Mark Davis  
Stephen and B. Christine Eberly  
Mr. and Mrs. Ronald Fanning  
Ms. Maureen Gregory and Mr. Adam Duke  
Mr. Than Johnson  
Ms. Sally Kilcoyne  
Thomas J. and Adele E. Lippert Family Fund of  
The Greater Cincinnati Foundation  
Mr. and Mrs. William Martin  
Mr. and Mrs. Nadim F. Moussa  
Dr. Austin Nobunaga  
Ms. Lois Paige  
Ms. Laura Poynter  
John M. Shepherd  
Mr. and Mrs. Dennis R. Shiels  
Mr. and Mrs. Christopher H. Shinn  
Ms. Jennifer Wirth  
Mr. and Mrs. Don Wymore  
Mr. Michael Yeazell

### **Up to \$249**

Mr. Scott Anderson  
Anonymous  
Anonymous  
Jennifer Bailey  
Mr. and Mrs. Jack Beckman  
Mrs. Linda Bennett  
Ms. Janet Berberich  
Ms. Shawanna Betts  
Mr. and Mrs. Thomas Beyer  
Mr. and Mrs. Birckhead  
Ms. Nicola Bogie  
Mr. and Mrs. David Boguszewski  
Ms. Julie Bohl  
George R. Bradley III  
Ms. Catherine Bretz  
Ms. Gina Breyfogle  
Mr. and Mrs. Allan Brittain  
Mr. and Mrs. Steve Brittain  
Mr. Nathaniel Brooks  
Ms. Lea A. Chandl  
Mrs. Denise Clifford  
Ms. Gena Clippy  
Ms. Kelly Cox  
Ms. Geraldine Creekmore  
Ms. Monika D. Cure  
Dr. Mary Curtiss  
Mr. and Mrs. James C. Dapper  
Ms. Molly Davenport  
David L. and Elaine L. Davis  
Ms. Kathy J. DeLaura and Mr. Ronald Steinhoff  
Ms. Debora Del Valle  
Larry and Carol Diersing  
Peter and Patricia Dignan  
Ms. Holly Dixon  
Mr. and Mrs. Timothy E. Donovan  
Suzanne and Alvin Dunbar  
Mr. Dan Egloff  
Ms. Megan Elicker and Mr. Garry N. Binegar, Jr.  
Mr. George Fabe  
Mr. and Mrs. Jerome Forrester  
Ms. Kathy Forte  
Mr. James J. Friedman  
Ms. Karen J. Fyke  
Ms. Sherry Gamble  
Jan E. Goings  
Ms. Debra Greenebaum  
Bob Gusky  
Mr. and Mrs. John Habbert, III  
Mr. Gary Hardin  
Ms. Patty Hauser  
Mary Hils  
Richard Hirth  
Mr. and Mrs. Cletus Hoffman  
Ms. Gail D. Hogue  
Ms. Jan Holthaus and Mr. Kevin Rhodes  
Ms. Cheryl Howard  
Gwendolyn Howard  
Ms. Kelly Ikeler  
Mr. Lance Jordan  
Mr. David King  
Ms. Joan King

### **Up to \$249, continued**

Mr. and Mrs. Andrew Kistner  
Dr. and Mrs. Timothy J. Kloppenborg  
Ms. Debbie Kunick  
Ms. Kari Kuykendall  
Mr. and Mrs. Ken Lenhart  
Mr. Kenneth S. Leonard  
Mr. and Mrs. David A. Levine  
Ms. Christy Lockard  
Ms. Gisele Loriot-Raymer  
Mr. and Mrs. Narahari Mahadevan  
Mr. Jim Mahon, Ph.D.  
Ms. Lyn Marsteller  
Mr. Eric Marshall  
Ms. Anne Maas  
Paul R. Mattingly and Elizabeth B. Mattingly  
Ms. Terri Mayle  
Mr. and Mrs. Robert B. Mecklenborg  
Ms. Dawn Mengler-Zieverink  
Ms. Sandra Mentee  
Ms. Melissa Meyers  
Mr. Bill Milazzo  
Mr. Bobby Miller  
Diane and Ken Mitman  
Mr. and Mrs. Bob Morgan  
Ms. Dawn H. Mullican  
Larry and Kimberly Mullins  
Mr. and Mrs. Robert E. Murphy  
Mrs. Deborah L. Myers  
Mr. Jack Niehaus and Ms. Anne Dudley  
Mr. and Mrs. Paul L. Niklas  
Ms. Patricia A. Nixon  
Shannon Ormandy  
Heather Patterson  
Ms. April Ponder  
Mr. Gordon Rich  
Mr. Clifford J. Robson  
Mr. and Mrs. F.B. Rosevear  
Ms. JoAnn Sanders  
Mr. and Mrs. Gerald Sanders  
Ms. Sheila Schroeder  
Mr. and Mrs. Joe Scott  
Mr. and Mrs. Marc Seifert  
Mr. and Mrs. John C. Sence  
Mrs. Pamela Shoener  
Mr. John Slewitzke  
Ms. Charmaine Smith  
Mr. and Mrs. Thomas J. Straus  
Ms. Vickie Strausbaugh  
Ms. Rosina Stuart  
Mr. and Mrs. Gary Thompson  
Ms. Stranda Thurman  
Ms. Theresa Trecha  
Ms. Thelma Van Ofien  
Mr. and Ms. Danny L. Walz  
Mr. Gary Welsh  
Mr. Dennis Williams  
Ms. Myrtis Williams  
Mr. and Mrs. Lee P. Yeazell  
Julia Young  
Ms. Lavalia Zachary  
Dr. and Mrs. Donald H. Zemanek

# Thank You!

## Corporations

### **\$10,000 and Up**

Primerica Financial Services

### **\$5,000 to \$9,999**

HGC Construction  
National City Bank

### **\$1,000 to \$4,999**

Augustine Consulting, Inc.  
Barnes Dennig & Company, Ltd.  
Bartlett & Co.  
Catholic Healthcare Partners  
Emily Lichtenberg Construction, Inc.  
Fanning Howey Associates, Inc  
Observatory Group  
R. J. Wiesman Builders, Inc.  
Saxon Financial Consulting  
Schiff, Kreidler-Shell, Inc.  
Stout & Gallant  
USI Midwest

### **\$500 to \$999**

Anchor Flange Company  
Dinsmore & Shohl LLP  
Lovins Insurance  
Ohio Casualty Group  
Robbins, Kelly Patterson & Tucker  
The Urology Group

### **\$250 to \$499**

Century Construction  
Custom Design Benefits

### **Up to \$249**

American Legion Auxiliary  
Farrington Printers and Promotional Items  
Flying Pig Marathon  
Frey Electric  
Maple Knoll Village  
Nippert Jewelers  
Schibi Heating & Cooling

## Foundations

Duke Energy Foundation, Inc.  
The Thomas J. Emery Memorial  
General Electric Evendale Employees'  
Community Service Fund  
The Greater Cincinnati Foundation  
Key Foundation  
Marvin Lewis Community Foundation  
Daniel and Susan Pfau Foundation  
The Helen Steiner Rice Fund of  
The Greater Cincinnati Foundation  
UBS Matching Gift Foundation

## In-Kind

Bonbonerie  
Ms. Kathy J. DeLaura and Mr. Ronald Steinhoff  
Ms. Karen J. Fyke  
Ms. Rebecca Hackett  
Mr. and Mrs. Keith Hammond  
The Kroger Company  
LaRosa's  
Lowe's of West Chester #2649  
Nippert Jewelers  
Ms. Susan Pahner  
Pepsi  
Skyline Chili, Inc.  
Two Men and a Truck



### **In Memory of James Cullen**

Mr. and Mrs. James J. Backus  
Mrs. Nancy J. Bolam-Jenkins  
Mr. Thomas J. Bugg, Jr.  
Mr. and Mrs. John J. Byrnes  
Cincinnati Bell Employees  
Mr. and Mrs. Tom Clark  
Mrs. Crescentia E. Cullen  
Mrs. Mary Kay Irwin  
Mr. and Mrs. Stephen G. Klumb  
Mr. and Mrs. James Krimpenfort  
Mr. and Mrs. Tom M. McDonough, Sr.  
Mr. and Mrs. Robert P. Mecklenborg  
Mr. and Mrs. Jack A. Meinking  
Mr. and Mrs. Fred Miller  
Mr. and Mrs. Jack A. Richter  
Mr. and Mrs. Mark P. Schmidlin  
Mr. and Mrs. William H. Smith  
Ms. Deborah A. Spaulding  
Mr. and Mrs. Edwin H. Tasset  
Mr. and Mrs. Thomas Welch  
Mr. and Mrs. Robert M. Wilson

### **In Memory of Bernard and Alberta Esterkamp**

Sr. Rosemary Esterkamp  
Dr. Lisbeth M. Lazaron and Mr. Nicholas P. Dunning  
Mr. and Mrs. James Peretsky

### **In Memory of Robert Etensohn**

Aileen F. Etensohn

### **In Memory of Terry Gilb**

Mr. and Mrs. Kenneth E. Messerschmitt

### **In Memory of Demarcus Thomas**

Mrs. Nancy J. Bolam-Jenkins

### **In Memory of LaVerne Tonges**

Gerald A. Tonges

### **In Honor of Stephen Davis**

Mr. and Mrs. Robert W. Sikes

### **In Honor of Jan Goings**

Ms. Kathy J. DeLaura and Mr. Ronald Steinhoff

### **In Honor of Amiee Imhoff**

Dr. and Mrs. Thomas E. Imhoff  
Joseph and Jean Melia

### **In Honor of Larry Kane**

Mr. John Tuke and Ms. Leslie Farhangi

### **In Honor of Dr. Thomas Webb**

Mr. and Mrs. D. Woodrow Benson



## BOARD OF TRUSTEES

Robert B. South, Ph.D.  
Chairman  
Peter A. Keiser  
First Vice-Chair  
Barbara Dundee  
Second Vice-Chair  
Aubrey Herman  
Secretary  
Russell C. Ferneding  
Treasurer  
Patrick Maynard, Ph.D.  
President and CEO

Clifford (Kip) Backscheider  
Nancy Bolam-Jenkins  
Ralph E. Chambers, Jr.  
Edward Comer  
Jan Holthaus  
Rajani Menon  
Nadim F. Moussa  
John M. Starcher, Jr.  
George Vonderhaar  
Thomas S. Webb, M.D.  
Michael Yeazell

The Resident Home Corporation (RHC), founded in 1963, is a non-profit corporation that provides residential, educational and family support and other related services to children and adults with developmental disabilities. RHC prides itself on the continuum of community-based, residential and school-based services it provides to individuals with disabilities and their families and the critical role it serves to empower, and advocate for individuals with developmental disabilities in our communities. RHC serves individuals in the Greater Cincinnati area. For more information please visit [www.rhcorp.org](http://www.rhcorp.org).

If you need this Annual Report in Braille, large print or audio format, please contact Alex Carabin at 513-619-2960.



Resident Home Corporation  
3030 West Fork Road  
Cincinnati, Ohio 45211  
(513) 389-7500  
[www.rhcorp.org](http://www.rhcorp.org)

The Resident Home Corporation is a non-profit 501(c)3 organization. Contributions are tax-deductible and will be promptly acknowledged.

The Resident Home Corporation is a private, non-profit contract agency of the Hamilton County Board of MR/DD and the Butler County Board of MR/DD.