



**R H C**

**Resident Home Corporation**

# 2008 Annual Report

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

# Year in Review

**2008 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.

## *Continuous Improvement Strategies That Work*

RHC's Host Family Services wrote and implemented a Plan of Correction to a MCMRDD Quality Review of the HFS Department. The result was a return to RHC's Host Family Services Department to a position of good standing with the Hamilton County Board of MRDD.

The Community Living Department integrated the supports provided by the former sub-departments: licensed group homes, HUD funded houses, supported living apartments and family centered supports. Each Program Coordinator now serves individuals from three of those former subgroups. In addition, The Community Living Department implemented a "best practices" model of operations, in which all individuals received to the greatest extent possible, support at the same "best practices" level of service regardless of whether they lived in a licensed group home, a HUD funded home, an apartment, or lived with their families and received family centered support.

In 2008, the Human Resources Department started using the SAGE ABRA HRMS (Human Resources Management Solution) software which helped in the customization of benefits, payroll, and training functions. All 200 employees personnel files were documented in the new system which ensures a more efficient method of tracking benefits and training requirements. This system is also integrated with the ADP payroll process. This is the first step in the paperless system initiative.

Our development department was able to secure resources through grants for increased accessibility of technology, summer life skills programming for teens and an accessible van in addition to funding for other agency needs such as advocacy. Several fundraising and friend-raising events were held in 2008 to generate opportunities for additional revenue.

The opening of three fully accessible community living homes in which RHC provides services to adults with developmental disabilities occurred in 2008. The accomplishment supports RHC's effort to incorporate all the children and adults we support are integrated in the community.

In 2008 RHC partnered with the Cincinnati Flying Pig Marathon and the New York City Achilles Track Club to bring the second Annual Hope & Possibility to Cincinnati. The Hope & Possibility is a 5K Run/Walk for individuals with disabilities. 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 Hope & Possibility is a run that will break down barriers and create a unique opportunity for integration and inclusion.

# Year in Review

## Individuals Served

CITE Community –Based Services	102
CITE Home-Based Services	188
Psychological Therapy Services	14
CITE Life Skills	22
Host Family Services	93
Community Living	79
<b>TOTAL # of INDIVIDUALS SERVED</b>	<b>498</b>

## Community Outreach

	<b>Contacts Made</b>
CITE-Community Outreach Activities	<b>15</b>
CITE-Community Outreach Participants	<b>1611</b>
CITE-Community Based Trainings	240
CITE Parent Support & Discussion Groups	107

## 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 Re-source Group.

Retention Rates of:	Retention %
Community Based Cite/WEC	100%
Home Based Cite	73%
Foster Family Services	33%*
Community Living	70%
Supported Living	70%
Drop in Support	90%
Housing	75%
Administration	24%

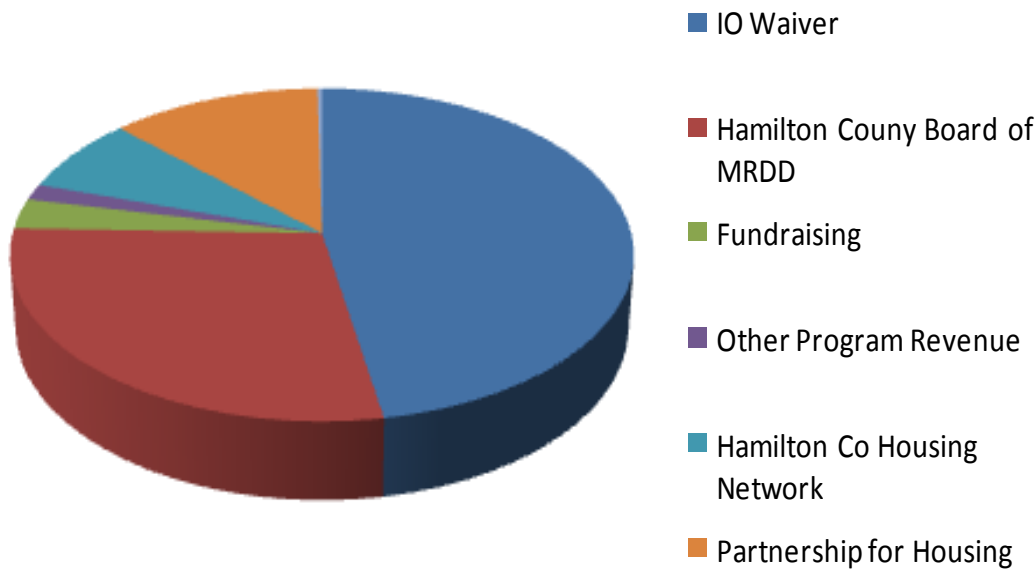
\* Does not include contracted providers

# Fiscal Information

## 2008 Revenue

I.O. Waivers	\$4,900,610
Hamilton Co. Board of MR/DD	\$2,935,518
Fundraising	\$305,239
Other Program Revenue	\$162,557
Hamilton Co. Housing Network	\$764,090
Partnerships for Housing	\$1,286,638
Forest Park	\$28,000

**Total** **\$10,382,652**



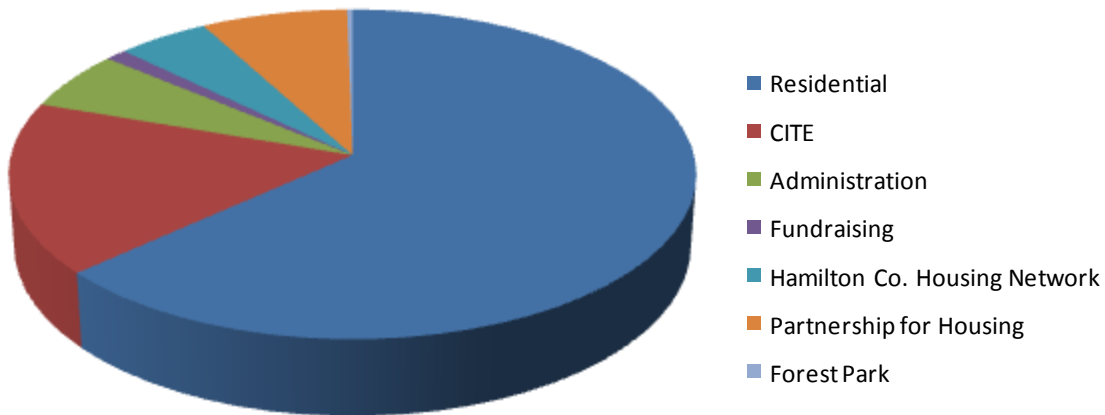
RHC is a non profit organization and we appreciate the funding we receive from federal, state and county sources, as well as community investors. RHC's fiscal year is January 1 through December 31 and an independent audit is completed for each year. RHC's total revenue for 2007 was \$9,963,915 and their 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

## 2008 Expenditures

Residential Services	\$7,284,689
CITE	\$1,943,920
Administration	\$661,334
Fundraising	\$130,262
Hamilton Co. Housing Network	\$560,318
Partnerships for Housing	\$885,950
Forest Park	\$32,689

**Total** **\$11,499,162**



# Thank You!

Individuals and companies that made a donation to RHC in 2008 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

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

Mr. Carl H. Lindner

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

Mrs. Nancy J Bolam-Jenkins and Mr. Donald Jenkins  
Mr. and Mrs. Edward A. Comer  
Mr. and Mrs. John Douglass, III  
Mr. George Kaufman  
Dr. Patrick R. Maynard and Dr. Karen Muse  
Mrs. Rajani Menon and Dr. Santosh Menon  
Mrs. Judy Roth and Dr. Andrew Roth  
Mr. and Mrs. George Vonderhaar  
Stuart and Gladys C. Warshauer Fund for Resident  
Home Corporation of the Greater Cincinnati  
Foundation

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

Mr. and Mrs. Thomas R. Binzer  
Mr. and Mrs. Allan Brittain  
Chul and Katherine Cho  
Ms. Barbara Dundee  
Mr. and Mrs. Russell C. Ferneding  
Ms. Maureen Gregory and Mr. Adam Duke  
Mr. and Mrs. Aubrey Herman  
Mr. and Mrs. Peter A. Keiser  
Mr. and Mrs. William Martin  
Ms. Susan Pahner  
Dr. and Mrs. Robert South  
Dr. Thomas S. Webb  
Mr. and Mrs. Michael Yeazell

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

Mr. and Mrs. Clifford Backscheider  
Mr. Ronald Binder  
Ms. Julie Bohl  
Mr. Casey Boland  
Mr. Mark Brown  
Mr. Douglas E Brueckner  
Stephen S. and B. Christine Eberly Gift Fund of the  
Fidelity Charitable Gift Fund  
Mr. Stephen L. Keckeis  
Thomas J. and Adele E. Lippert Family Fund of the  
Greater Cincinnati Foundation  
Ms. Laura Poynter  
Mr. and Mrs. Douglas Tees  
Ms. Myrtis Williams  
Mrs. Marilon Winther and Mr. Rodney Winther

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

Anonymous #1  
Anonymous #2  
Anonymous #3  
Mr. and Mrs. Jim Abele  
Ms. Alisa Armstrong  
Mr. Peter M. Armstrong  
Dr. Paula S. Asch  
Mr. Tracie Ash  
Ms. Jennifer Bailey  
Mr. Ross Beam  
Dr. and Mrs. Daniel R. Beckman

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

Mrs. Linda Bennett  
Ms. Karen Benton  
Ms. Janet Berberich  
Mr. and Mrs. Thomas Beyer  
Dr. Garry N. Binegar  
Ms. Jane Birkhead  
Ms. Yvonne Bishop  
Ms. Cindy Boehm  
Mr. Rick Boggs  
Ms. Nicola Bogie  
Ms. Melody Brauningner  
Mr. and Mrs. Steve Brittain  
Mr. and Mrs. Richard T. Brown, III  
Mr. Brian Bucher  
Ms. Alexandra Carabin  
Ms. Michele Carey  
Dr. Elizabeth Case  
Mr. and Mrs. Ralph W. Chambers  
Ms. Denise Clifford  
Ms. Claire Crook  
Ms. Monika D. Cure  
Mr. and Mrs. James C. Dapper  
Ms. Molly Davenport  
Mr. Mark Davis  
Ms. Virginia Dean  
Ms. Kathy DeLaura and Mr. Ronald Steinhoff  
Mr. Marvin Dibbini  
Mr. Dave Dickerson  
Mr. and Mrs. Larry E. Diersing  
Mr. Jack Dillon  
Mr. and Mrs. Timothy E. Donovan  
Mr. Steven J. Dreyer  
Mr. Tony Dunn  
Ms. Tracy Egloff  
Dr. and Mrs. Edward Elicker  
Ms. Megan Elicker and Mr. Garry N. Binegar, Jr.  
Mr. Tim Ellis  
Mr. John R. Fahrmeier  
Mrs. Karen Finan  
Ms. Lee Anne Finke  
Ms. Dawn Freudenberg  
Ms. Karen J. Fyke  
Ms. Pam Gayhart  
Ms. Renee George  
Mr. Mark Gillingham  
Mr. and Mrs. Gary L. Giuliano  
Mr. and Mrs. Gary L. Giuliano, Jr.  
Ms. Patricia Gleason  
Ms. Emiley Glenn  
Ms. Jan E. Goings  
Mr. Jonathan Green  
Ms. Debra Greenebaum  
Mr. Bill Gregory  
Mr. Bob Gusky  
Mrs. Helen B. Habbert  
Mr. Gary Hardin  
Ms. Patty Hauser and Mr. Gary Welsh  
Mr. Thomas Hausterman  
Ms. Jeanne Hayes  
Tony and Nancy Heagney  
Ms. Nancy Herrin

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

Ms. Tracy Hinkle  
Ms. Kristie Hirsh  
Ms. Jan Holthaus and Mr. Kevin Rhodes  
Ms. Beverly Hood  
Ms. Gwendolyn Howard  
Ms. Joellen Hunter  
Ms. Kim Hunter  
Mr. and Mrs. Ed Ikeler  
Dr. and Mrs. Thomas E. Imhoff  
Ms. Margaret Jones  
Mr. Lance Jordan  
Ms. Shailesh Kapadia  
Ms. Eric Kelsay  
Ms. Sally Kilcoyne  
Ms. Allison Kline  
Tim and Betty Kloppenborg  
Ms. Liz Knapke  
Ms. Cheri Kneflin  
Ms. Melissa Knollman  
Ms. Josephine Kosmalski  
Ms. Andrea Krawsczyn  
Ms. Debbie Kunick  
Ms. Kari Kuykendall  
Ms. Nanette Kveder  
Mrs. Lori Laba  
Ms. Marcia Lengnick  
Mr. Dennis Leonard  
Mr. Kenneth S. Leonard  
Mr. David Levine  
Mr. Charles R. Lindemann  
Ms. Christy Lockard  
Ms. Mary Long  
David and Margaret Lopez  
Ms. Sherene Mackos  
Mr. Paul Madden  
Mr. and Mrs. Narahari Mahadevan  
Ms. Lyn Marsteller  
Mr. and Mrs. John F. McCarthy  
Mr. Clint McDonough  
Mr. Daniel McFadden  
Mr. Mark McNally  
Ms. Julie McNamee  
Mr. Nestor Melnyk and Ms. Cassandra Clement  
Ms. Dawn Mengler-Zieverink  
Ms. Lisa Middleman  
Mr. Bobby Miller  
Ms. Dorothy Monterosso  
Ms. Melinda Monterosso  
Ms. Marjorie Motch  
Ms. Kathy Mount  
Mr. and Mrs. Nadim F. Moussa  
Mr. Larry Mullins  
Mr. and Mrs. Robert E. Murphy  
Ms. Cathy Nelson  
Mr. John T. Niehaus and Ms. Anne Dudley  
Mr. and Mrs. Paul L. Niklas  
Mr. and Mrs. Donald O'Brien  
Ms. Carol Oerther  
Ms. Margaret O'Kain  
Mr. and Mrs. Marc Ollier  
Ms. Shannon Ormandy

# Thank You!

## Up to \$249, continued

Mr. David Owens  
Ms. Lois Paige  
Ms. Malti Patel  
Mr. Pradip Patel  
Mr. Sagoon Patel  
Ms. Cheryl Phipps  
Mr. and Mrs. Matthew Poland  
Mr. Todd Portune  
Ms. Julie Poyer  
Mr. and Mrs. Jason Race  
Ms. Judy Rehtin  
Ms. Carolyn Riley  
Mr. and Mrs. Robert Rinsky  
Mr. Julian Robb  
Ms. Deborah Rogowski  
Mr. and Mrs. Francis B. Rosevear  
Ms. Kim Rossow  
Mr. David Ruther  
Ms. Dawn Sargent  
Ms. Heather Schaeffer  
Ms. Terri Schermerhorn  
Ms. Sheila Schroeder  
Mr. Marc Seifert  
Mr. John C. Sence  
Ms. Vina Shah  
Mr. and Mrs. Dan Sharp  
Ms. Pamela Schooner  
Ms. Sandra Slusarczuk  
Ms. Julianne Smith  
Ms. Tracy Sparks  
Mr. and Mrs. John M. Starcher, Jr.  
Ms. Tonya Stewart  
Mr. and Mrs. Charles D. Stillwell  
Ms. Rosina Stuart  
Mr. and Mrs. David Taschuk  
Mr. Daniel E. Tobergte  
Gerald A. Tonges  
Ms. Jennifer C. Tucker  
Mr. Walter Vaughn  
Ms. Mary Jane Wagner  
Ms. Heather Wallace  
Ms. Rebecca Walriven  
Ms. Regina Watts  
Mr. Kent Wellington  
Mr. Chris Wessel  
Mr. Pierre Wever  
Ms. Karen Whalen  
Mr. and Mrs. Russell J. Wiesman  
Ms. Jennifer Will  
Ms. Jennifer Wright  
Ms. Linda Wright  
Mr. and Mrs. Lee P. Yeazell  
Ms. Rebecca York  
Ms. Julia Young

## Gifts in Honor of

**Nancy Bolam-Jenkins**  
Mr. and Mrs. Gordon A. Queen

**Stephen Davis**  
Mr. and Mrs. Robert W. Sikes

**Aimee Imhoff**  
Joseph and Jean Melia

**Thomas S. Webb, MD**  
Mr. and Mrs. D. Woodrow Benson

## Gifts in honor of

**Jack Beckman**  
Mrs. Rosemary Beckman

**Bob Blossom**  
Mr. and Mrs. Kenneth E. Messerschmitt

**James Cullen**  
Mrs. Crescentia E. Cullen  
Mr. and Mrs. Jack W. Dauer  
Mr. and Mrs. Jack A. Meinking  
Ms. Deborah Spaulding

**Bernard and Alberta Esterkamp**  
Sr. Rosemary Esterkamp  
Dr. Lisbeth M. Lazaron  
Mr. Nicholas P. Dunning  
Mr. and Mrs. James Peretzky

**Evelyn Johnson**  
Mr. and Mrs. Kenneth E. Messerschmitt

**Gary Jones**  
Mr. and Mrs. Kenneth E. Messerschmitt

Patrick Reader  
Mr. and Mrs. David Disque  
Mr. and Mrs. Nathan E. Holmes  
Mr. and Mrs. Allen Kroth  
Mr. and Mrs. Mark A. Naish

## Corporations

**\$5,000 to \$9,999**  
HGC Construction

**\$1,000 to \$4,999**  
Augustine Consulting, Inc.  
Barnes Dennig & Company, Ltd.  
Bartlett & Co.  
Catholic Healthcare Partners  
Charles Schwab  
CR architecture + design  
Emily Lichtenberg Construction, Inc.  
Fanning Howey Associates, Inc.  
J-II Fire Systems  
National City Bank  
R.J. Wiesman Builders, Inc.  
Robbins, Kelly, Patterson & Tucker  
Schiff, Kreidler-Shell, Inc.  
United Dairy Farmers  
USI Insurance

**\$500 to \$999**  
Convergys  
The Urology Group

\$250 to \$499  
A. Y. Mills Building  
Custom Design Benefits  
KeyBank  
The Matrix Companies  
Messer Construction  
PNC Bank  
Premiere Mechanical Services of Greater Cincinnati  
RiverPoint Capital Management  
Schibi Heating and Cooling

## Foundations

Anonymous  
The Crosset Fund of Greater Cincinnati Foundation  
Duke Energy Foundation  
General Electric Evendale Employees' Community Service Fund  
Beth Joanna Habbert Memorial Fund of the Greater Cincinnati Foundation  
Macy's Foundation  
Ohio Valley Foundation, Fifth Third Bank, Agent  
Rotary Foundation of Cincinnati  
The Josephine Schell Russell Charitable Trust  
The Spaulding Foundation  
UBS Matching Gift Foundation

## In-Kind

Bud Herbert Motors  
Cincinnati Zoo & Botanical Garden  
Costco  
Ms. Debora Del Valle  
Grippe's  
Ms. Rebecca Hackett  
Mrs. Betty Hetterscheidt  
Home Depot #3822  
Mr. Lance Jordan  
J.T.M. Food Group  
Kenwood Country Club  
Kings Island  
The Kroger Company  
Lowe's of Springdale #0760  
Macy's  
Mr. and Mrs. William Martin  
Dr. Patrick R. Maynard and Dr. Karen Muse  
Mrs. Rajana Menon and Dr. Santosh Menon  
Ms. Wendy Muirbrook  
National City Bank  
Newport Aquarium  
Pepsi  
Ms. Kathy Reedy  
Mr. Paul Reinert  
Richter & Phillips  
Samuel Adams  
Stout & Gallant  
The Urology Group  
United Dairy Farmers  
Mr. Gerald V. Weigle, Jr.



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Aubrey Herman  
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Matthew R. Poland  
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George Vonderhaar  
Thomas S. Webb, M.D.  
Clifford Backscheider  
John Starcher  
Douglas W. Tees  
Marilon Winther

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 Mary Beth Poulimenos at 513-619-2960.



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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 DD Services and the Butler County Board of DD.