

OUR MISSION

is to assist people of all ages to improve their behavioral health, well-being, and quality of life. We believe quality service is based in a culture of hope, respect, ethical behavior, and genuine caring for our clients and our employees. We invest in the individual and never lose hope in the potential for personal growth and recovery of each person we serve.

WHO WE ARE

FHR fosters hope and recovery. We provide behavioral health services to improve the quality of life for individuals living with mental illness and addiction disorders. FHR serves more than 7,000 individuals through a person-centered approach across 7 states - Delaware, Maine, Massachusetts, North Carolina, Pennsylvania, Rhode Island, and Virginia.

OUR VISION

is to become a national leader of behavioral healthcare services.



A MESSAGE FROM THE CEO & BOARD CHAIR



Grateful, honored, and proud - these are words that come to mind when reflecting on the way the FHR community has been able to come together this past year. Despite obstacles due to the public health crisis, our staff remained committed to the FHR mission.

Across seven states, we witnessed innovation and creative thinking as FHR staff brainstormed new ways to provide high quality care. We saw perseverance as individuals helped one another through unprecedented circumstances. We observed compassion as teams ensured that those in our care received critical mental health services.

This led to new opportunities for growth as we expanded programming, opening the only Crisis Stabilization Unit (CSU) offering individual rooms in Rhode Island, as well as Michela's Place, a new residential living program named in honor of board member Dr. Michela Coffaro, in Delaware.

FHR also strengthened its strategic partnership with Elwyn, collaborating to share expertise and resources to meet common goals.

We invite you to read this year's annual report to learn more about what we've been able to accomplish together as a team. You'll also find stories of recovery that illustrate how individuals - with the support of FHR's devoted employees - have been able to reach a greater level of independence and an improved quality of life.

With your support, FHR can continue to provide lifesaving programs that empower individuals to reach their full potential.

TER ARION OUTTORNIENT

We're fortunate to be able to count on friends and partners like you who help make this work possible.

We thank you in advance for supporting FHR and our mission.

Sincerely,

Debra M. Paul FHR Chief Executive Officer

Debram Paul

Alan Wichlei FHR Board Chair

alan Willer

DELAWARE



Regional Office:

505 West Market Street, Suite 110,

Georgetown, DE 19947 **Phone:** 302-854-0626

Associate Regional Director: Mary Sellman

Email: msellman@fhr.net # Individuals Served: 769

Staff: 58

Programs: Assertive Community Treatment (ACT); Outpatient Mental Health and Counseling Services; Residential/Group Living Programs; CBHOT -Substance Abuse Intensive Outpatient Program

(SAIOP); Peer Recovery Services

MAINE



Regional Office:

166 Broadway, Bangor, ME 04401 **Phone:** 207-947-9630

Regional Director: Ashley Robertson

Email: arobertson@fhr.net # Individuals Served: 36

Staff: 26

Programs: Outpatient Services; Case

Management (Community Integration Services); Daily Living Skills Support; Skills Development Services; Community Rehabilitation Services;

Residential/Group Living Programs

MASSACHUSETTS



Regional Office:

43 Tower Drive,

New Bedford, MA 02740 **Phone:** 508-994-2511

Regional Director: Kimberly Mello

Email: kmello@fhr.net # Individuals Served: 748

Staff: 148

Programs: Adult Community Clinical Services (Rehabilitation and Recovery Group Milieu, Residential/Group Living Programs, Supportive Housing, Intensive Medical Group Living

Environment, Assertive Community Treatment, Peer Recovery Services); Respite Program; Anchor House Clubhouse; Fairwinds Clubhouse; Taunton River House Clubhouse; Towne House Clubhouse; Community Peer

Connections

NORTH CAROLINA



Regional Office:

5509 Creedmoor Road, Raleigh, NC 27612 **Phone:** 919-573-6520

Regional Director: Mary Ann Johnson

Email: mjohnson@fhr.net **# Individuals Served:** 4,849

Staff: 60

Programs: Assertive Community Treatment (ACT); Behavioral Health Outpatient Clinic; Substance Abuse Intensive Outpatient Program; Drop-In Center; Psychosocial Rehabilitation; DWI Assessment and Treatment; Peer

Recovery Services

PENNSYLVANIA



Regional Office:

1041 W. Bridge Street, Suite 5, Phoenixville, PA 19460 Phone: 610-415-9301 Director: John Muehsam Email: jmuehsam@fhr.net # Individuals Served: 337

Staff: 30

Programs: Blended Case

Management Services; Outpatient Mental Health Services; Mobile Mental Health; Psychiatric Rehabilitation Services (Site-based and Mobile);

Peer Recovery Services

RHODE ISLAND



Regional Office:

45 Sockanosett Cross Road, Unit 4,

Cranston, RI 02920 **Phone:** 401-383-4885

Regional Director: Jamie Souza

Email: jsouza@fhr.net # Individuals Served: 503

Staff: 99

Programs: Ocean State Outreach; Assertive Community Treatment (ACT); Outpatient Psychiatric and Counseling Services; Residential/Group Living Programs; Peer Recovery Services; U.S. Department of Correction Program; Crisis Stabilization Unit

VIRGINIA



Regional Office:

46 S. Glebe Road, Suite 101, Arlington, VA 22204 Phone: 703-979-5077 # Individuals Served: 266

Staff: 94

Programs: Residential Crisis

Stabilization Program; Mental Health Skill Building Services; Peer Recovery

Services

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Debra M. Paul, Chief Executive Officer



Kristen Guilfoyle, Executive Director



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Karen Trudeau, Human Resources Director & Corporate Compliance Officer



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Ashley Robertson, Regional Director, Maine



Dominic Marfisi, Executive Director, Community Based Services, Elwyn/FHR



Michael Pacheco, Jr., Vice President of Corporate Quality, Elwyn/FHR



Jamie Souza, Regional Director, Rhode Island

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Debra M. Paul
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William Emmet, Community Member
America Carmichael, Community Member

WHAT INDIVIDUALS SAY ABOUT OUR PROGRAMS

Each year, individuals in our care are invited to have their voices heard through taking part in a Satisfaction Survey. We're proud to share the following results:



98%

are happy with the services they receive from FHR



99%

staff encourage them to be independent



98%

they are involved in deciding their treatment goals



98%

staff treat them with dignity and respect

PASCOLINA'S JOURNEY OF DECOVERY

START

Pascolina immigrated to the U.S. from Portugal at the age of 19. She spent her first years in America studying the dictionary by herself in her room as she prepared for the GED.



Next, she set her sights on an associate degree. Her first step was to tackle the college entrance exam. After failing her first time, she began to work with a tutor.





While receiving support, Pascolina was also an inspiration to many other members. She would tell others enrolled in school, "We can do this! We're all in this together."

She enrolled in community college and started classes. During this time, she received support from Towne House Clubhouse, a program of FHR.



This past year, she officially graduated, earning an associate degree in general studies.





In honor of this accomplishment, she was recognized with an ACE (Academic, Civic Engagement, and Employment) Award from the Massachusetts Department of Mental Health.

Pascolina faced challenges as an immigrant, an individual with a mental illness, and a person who spoke English as a second language, but she overcame all of these obstacles in pursuit of her goal.

"Pascolina never ever gave up, despite her trials and tribulations," said Terri Bernier, FHR Assistant Program Director. "She took that one step at a time to reach her goals, and we all couldn't be prouder of her."



She passed the exam her second attempt, earning the highest score in the exam group. This is a true testament to her driven work ethic.





MICHAEL'S FUND TO SUPPORT RECOVERY



In 2019, FHR launched Michael's Fund to assist individuals with taking steps towards a greater level of independence. Since then, this program has made an incredible impact, awarding \$20,000 to nearly 50 individuals in FHR's care across seven states.

Michael's Fund began through a very generous gift of \$50,000 from FHR Board Chairperson and FHR's founder Alan Wichlei. Alan received the major gift from the estate of an individual from Rhode Island, Michael, who was in FHR's care nearly 30 years ago.

Alan created the fund to commemorate Michael - his determination and persistence in pursuit of his dreams - and to help other FHR individuals reach their recovery goals.

Michael's Fund has enabled individuals to receive a wide variety of items, including laptop computers to facilitate schoolwork, furnishing for independent apartments, and car repairs in order to travel to jobs in the community.

For Andro, who suffers from severe mental health symptoms, Michael's Fund was an opportunity to connect with his love of horticulture and nature. He shares that when he is working on these activities, his mood and thought process are much more stable.

After being chosen as a Michael's Fund recipient, Andro has felt motivated and that he has purpose. Using the funding he received, he created a flourishing garden. Andro has successfully been able to grow and sell high quality vegetables and produce to local farmers' markets and restaurants in the community, something he explains as a dream come true.

"I am so thankful for all of the items that Michael's Fund has provided to me and for making my dreams possible," Andro shared.

Contributions to Michael's Fund enable FHR in continuing to provide transformational lifelines to individuals in recovery, making stories like Andro's possible. To make an immediate impact, visit www.fhr.net/donate.

FINDING MEANINGFUL EMPLOYMENT

In Massachusetts, each of FHR's four clubhouses represent a community focused on employment, education, friendship, and support. Each day mimics a typical work day, enabling members to build on their unique strengths, talents, and abilities. Through transitional, supported, and independent employment opportunities, the following members have found meaningful work in their community:







Title:

Customer Service Representative, Walmart **Responsibilities:**

Keeps count of who goes in/out of the store, cleans and organizes shelves, retrieves items for customers, and answers customer questions

Member's Thoughts:

"This is the best feeling in the world. I feel like I can finally have a real life and I never thought that would be possible."

Title:

Maintenance, Home Goods

Responsibilities:

Cleaning, organizing merchandise, setting up displays

Member's Thoughts:

"I enjoy being a team player and being able to help out my coworkers when they need it."

Title:

Maintenance and COVID-19 Sanitation, Espirito Santo Parochial School

Responsibilities:

Cleans the building each day and makes sure it is safe for both students and teachers

Member's Thoughts:

"I really love my job. This job gives me purpose in my community and helps me establish structure in my life. I am so grateful to be a part of the team. I know I give back by keeping the children of Espirito Santo safe during the pandemic."

HEROES OF HOPE AND RECOVERY



Ashley Robertson, FHR Regional Director, Maine, after receiving her COVID-19 vaccination.

As the word faced the COVID-19 pandemic, FHR's workforce remained committed to ensuring that those in our care continued to receive the high-quality care that they depend on.

'Heroes of Hope and Recovery' were recognized at FHR for going above and beyond and being true heroes in the lives of those we serve. These employees were recognized by leadership, their peers, and the individuals in our care. 112 staff were distinguished as a 'Hero of Hope and Recovery' across seven states.

These recognitions included:

Amy Buchanan, FHR Case Manager, Rhode Island: "Amy continues to be an outstanding team player and member of our community. She emits an exemplary work ethic, and I am proud of all the challenges and problems she has helped her clients work through during this time."

Teresa Massey, FHR Psych Rehab Specialist, and **Alisa Calvo**, FHR Lead Psych Rehab Specialist, Pennsylvania: "They have successfully been able to take a group structured program and have modified it into a successful telehealth program. Thank you, Teresa and Alisa, for your creativity, flexibility, and for doing an awesome job!"

Kim Vinal, Director of Respite Services, Massachusetts: "FHR would like to recognize the continued dedication, kindness, and commitment of employees at FHR's Respite programs in Massachusetts. Individuals who have been quarantined recently received a special package, put together by Kim. The 'Bee Well' bag included honey, tea, chapstick, cough drops, and tissue. It was greatly appreciated by those who received it. Thank you to the Respite Programs for all that you do to make a difference."

Delaware ACT Team: "I would like to give recognition to the entire Delaware ACT team for their hard work and dedication to our clients during the pandemic. We have been essential staff during this entire pandemic while providing continuous community-based treatment and wearing appropriate PPE in order to keep the team and the clients safe. I have had several consumers tell me that without FHR ACT they don't know where they would be and are extremely thankful for all of the work that this team does for them."

Antoinette Burch, FHR Program Director of the Drop In Center, North Carolina: "Thank you, Antoinette, for your continued thoughtfulness and commitment to the individuals in FHR's care. Antoinette has been working closely with a number of individuals, including those who are homeless and living at a hotel during this time. Individuals living at this hotel had expressed missing the feeling of eating a warm meal. Instead of the daily cold cereal these individuals are used to, Antoinette was able to provide a hot catered breakfast for all. Thank you, Antoinette, for going above and beyond to make a difference."

START

JC had a difficult upbringing. His parents struggled with substance use, which resulted in him and his siblings being raised in the foster care system.



When he became old enough, he took over the task of raising his two sisters.



He did his best to keep them safe and fed. Unfortunately, this led to JC dealing drugs, following in the footsteps of his own parents.





He set ambitious goals for himself and was determined to accomplish them. This included holding a job. Soon after, he was hired at a moving company.

JC began working with FHR's team of caseworkers, therapists, and clinicians, and started to turn his life around for the better. He shared that with this support, he felt as though he had been given a second chance at life.

JC began coaching a basketball team for troubled youth, helping encourage them to reach their full potential.





JC also married the love of his life.

After working at the moving company for a number of years and learning the ins and outs of the business, he became the owner.



JC believes that none of this would have been possible without the help of FHR and the team that believed in him.

"His perseverance and

willingness to work on

his recovery on a daily

basis is a true example

to many" said an FHR

staff member.



After getting into trouble with the law, he recognized he needed to break the cycle. At this time, he was



connected to FHR.

MAKING A DIFFERENCE

In 2020, FHR recognized employees organization-wide who had exemplified behavior or achieved accomplishments that were above and beyond the expectations of their roles. These accomplishments tie directly to the components of FHR's balanced scorecard - clinical and quality, financial stability, operations, and innovation and growth.

Thank you to all FHR staff for their contributions to fulfill FHR's mission. The following employees have been selected for the Making a Difference Awards:

JANUARY

Katie Ginn, Maine Yvenel Louis-Jean, Delaware Amber Perry, Rhode Island Ashley Saincy Louis, North Carolina

MARCH

Mary Ann Donahue, Corporate Courtney Hanlan, Rhode Island Sheila Hever, Corporate Alison Lasher, Rhode Island Pamela Moquete, Corporate

APRIL

Lisa Hatfield, Delaware

MAY

Fred Schut, North Carolina

JUNE

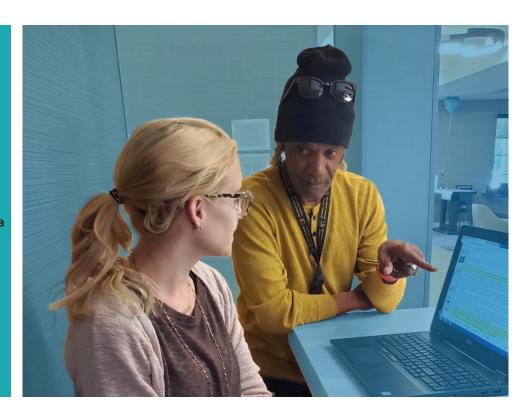
Richard Moul, Corporate Casey Myers, Pennsylvania

JULY

Thomas Constantine, Maine Gertrude Cunningham, Pennsylvania Chelsea Resch, Delaware

AUGUST

Victoria Batten, Pennsylvania Hannah Knechel, Delaware Cecil Pusey, North Carolina Doug Rolnick, Maine



A WALK IN MY SHOES

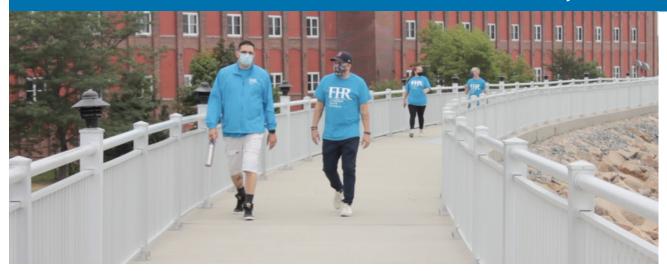
FHR successfully held its 3rd Annual 'A Walk In My Shoes' event on September 26, 2020. Due to the COVID-19 pandemic, this event was celebrated as a virtual fundraiser.

The event featured a special video presentation, which included words from Rep. Antonio F.D. Cabral; a guided meditation, led by Isabel Storey, LMHC, FHR Therapist; a Studio 35 creative arts workshop, which detailed how to create a Wellness Toolbox, shared by Jenevieve Sullivan, FHR Director of Studio 35; FHR and mental health trivia; and a poignant Journey of Recovery Story, told by Ryan Chabot, FHR Certified Peer Support Specialist.

FHR would like to thank all of the event sponsors for making this fundraiser possible: our Lead Sponsor, WJFD 97.3 FM, our Gold Sponsor, NAMI (National Alliance on Mental Illness); and our Silver Sponsor, Granite Recovery Centers.

'A Walk In My Shoes' began in 2018 in support of FHR's Peer Recovery Services and Community Peer Connections program (CPC). CPC is a peer-driven volunteer program that matches a volunteer with an individual from the community seeking support and companionship. Volunteers spend at least one hour per week with their 'match' pursuing activities they both enjoy, in a relationship of mutuality, connection, collaboration, socialization, and support.

For more information, contact Robert Ortiz, FHR Director of Peer Recovery Services, NE, at rortiz@fhr.net.







After securing his own apartment and reaching a point in his life where he felt confident, he was able to take on the responsibility of adopting his sister.



START

For most of Bob's adult life, he struggled with substance use. He was frequently in and out of prison and on probation.



While incarcerated, his mother passed away. This was a major turning point in his life, and he became determined to be more responsible and make a more productive life for himself.



Bob began studying in order to obtain a CDL (Commercial Driver's License).

This included finding a safe environment to live in, being employed, and working on his relationship with his family.



He earned his CDL and landed his first job. He shared that he was so excited and felt like he had self-worth and purpose.



Staff share that during this time, Bob remained goal-oriented and focused on making a better life for himself and his sister.



Losing his mother at a younger age made him realize that family is of utmost importance, so this step was especially meaningful to him. He also greatly improved his relationship with his grandmother at this time.



FHR staff explain that Bob is at a wonderful place in his life and continues to be motivated to create the best life he can for himself and his family.



He began receiving care from FHR, where he created an individualized plan to work towards his goals.





CORSOLIDATED OPERATING MARGIN FELLOWSHIP HEALTH RESOURCES, INC. AND AFFILIATES

	2018	2019	2020
Total Revenue	\$38,762,838	\$31,867,712	\$30,837,430
Operating Margin	\$94,205	\$585,123	\$787,832
Operating Margin %	0.24%	1.84%	2.55%
Total Full-time Employees (FTEs)	542	440	515
Total Individuals Served	8,948	9,985	7,508

DONORS

FHR is grateful and would like to thank all of our supporters and donors for helping us foster hope and recovery for individuals with mental illness and addiction disorders across seven states. To join FHR's contributors, please visit www.fhr.net/donate.

FHR Board and Advisory Board Members:

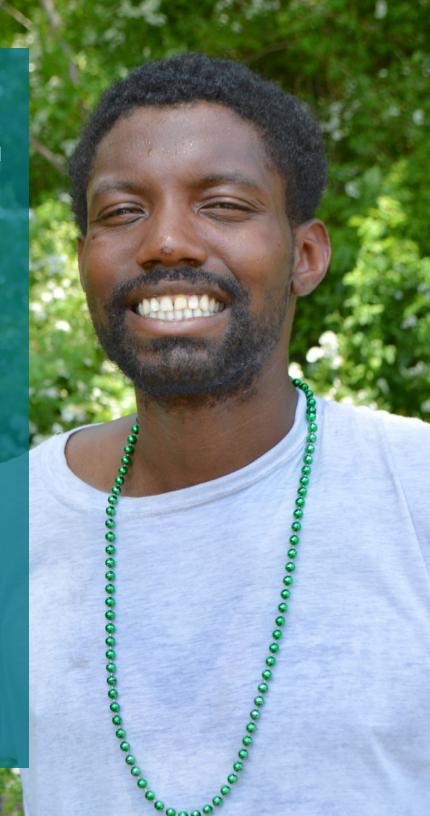
Thank you for your service, commitment to our mission, and financial support.

Michela Coffaro Robert G. Colucci Stephen M. Duggan Len Kirby Kelly McGee Jeffrey McLoud Michael B. Owen Debra M. Paul Richard Sheola Russell J. Sylvia Alan Wichlei

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The donors listed above have contributed to FHR between the dates of January 1, 2020 and June 1, 2021.



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Francis Pozzi

HOW YOU CAN MAKE AN IMPACT

1. MAKE A DONATION THROUGH OUR WEBSITE:

Visit our website, www.fhr.net/donate. Here, you'll also find regional wish lists, which lists specific needs from our programs across seven states.

2. CONNECT TO OUR SOCIAL MEDIA CHANNELS:

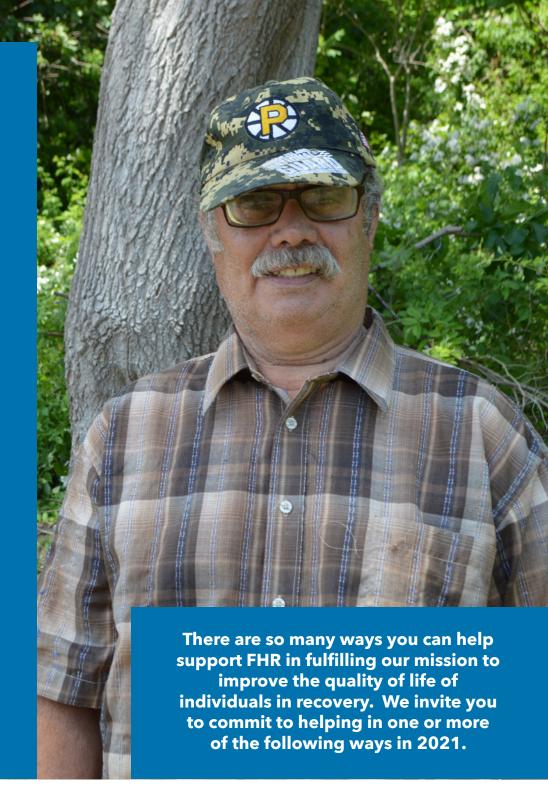
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3. LINK FHR TO YOUR AMAZON SMILE ACCOUNT:

Each time you use Amazon Smile, Amazon will donate a percentage of your purchase to a non-profit organization of your choice. Before shopping, visit www.smile.amazon.com. Sign into your Amazon account, or if it's your first time using Amazon, create a new account. Choose a non-profit spotlight by typing 'Fellowship Health Resources Inc' into the box and click 'search.' Next, click the 'select' box next to Fellowship Health Resources Inc. That's it! When you're ready to shop on Amazon, remember to visit www.smile.amazon.com so that you can help support FHR with your purchase.

4. GIVE THIS REPORT TO A FRIEND:

Help us spread the word about how FHR is making an impact in the communities we serve by forwarding this email to someone you know.



THANK YOU FOR YOUR SUPPORT!



24 Albion Road, Suite 420 Lincoln, Rhode Island 02865









www.fhr.net