



Headington
Institute

Celebrating 20 years of caring for caregivers worldwide.



Pursuing Resilience

Headington Institute

Annual Report

7.1.2019 – 6.30.2020

Our Mission

It's our **mission** to care for caregivers worldwide by promoting the physical hardiness, emotional resilience, and spiritual vitality of humanitarian personnel and emergency first-responders.

We do what we do because we have a powerful **vision**. We believe that one day, all humanitarian workers and emergency responders will have the personal skills, social support, organizational resources, and public interest needed to maintain their wellbeing and thrive in their work.



*We were ready to help,
because of you.*



A Letter from the President

James D. Guy, Ph.D.
President & Cofounder

Dear friends,

In our work, we regularly prepare for the unexpected. Even so, the upheaval caused by SARS-CoV-2 and the necessary response has been almost unfathomable. Headington Institute's mission is more essential now than ever to the thousands of aid workers, responders, and caregivers around the world who rely on us.

Our team mobilized quickly in response to the stressors of the pandemic by offering webinars and remote counseling and creating helpful online resources specific to the pandemic. Prior to the virus outbreak, this year we traveled to more remote and dangerous locations, expanded our team to serve more clients, created additional online learning tools, and raised over \$1 million for our annual fund.

While helping responders overcome trauma and be more resilient this year, we also reached an important milestone: our 20th anniversary. So many good people have helped build our organization, and we sincerely thank you all for your support. This year's annual review includes a look back at what we have accomplished in our 20 years together.

Thank you for your continued partnership and support,

Celebrating 20 Years of Caring for Caregivers Worldwide



2012 Staff

Headington Institute



Our founding mission:

"To provide psychological services, managerial consultation, research, and preventative education for nonprofit humanitarian relief organizations to address post-traumatic stress, vicarious trauma, and burnout experienced by line staff and supervisors in the field."



Dr. Jim Guy



2001
Headington Institute is awarded nonprofit public charity status and officially opens its Pasadena-based doors to the global aid worker community.

2003
Counseling and debriefing services are added, along with specialized staff.

2005
Laurie Pearlman, an international expert on vicarious trauma, joins our team as Senior Consulting Psychologist, providing supervision, consultation, and training services to our clients.

2007
The Institute opens a Washington, DC, satellite office to complete short-term client projects.



Dr. Donald S. Bosch

2000
Drs. Jim D. Guy and Tim Headington establish the Institute. Drs. Headington, Foy, and Guy serve as the first Board of Directors.

2002
Services expand from human-resource-oriented wellness support to include field training workshops on trauma recovery.

2004
The first online training resources are developed and published in multiple languages. They are made available for free.

2006
The Institute considers opening an office in Geneva, Switzerland. While we chose to remain stateside, our European footprint expanded exponentially.

2008
Dr. Donald S. Bosch begins overseeing Hostile Environment Awareness Trainings (HEAT) and risk psychology research. Providing psychological services for HEATs will become one of our core areas of expertise.

2009
The Examen App, a tool for resilience and well-being self-evaluation, launches.

2012
Alicia Jones establishes our program presence in Cambodia, providing psychological support to 30+ anti-child-trafficking and antislavery organizations.

2013
Milton Glaser creates the Institute's iconic logo.

2015
The President's Advisory Committee is appointed for a three-year term to begin plans for an eventual CEO succession.

2016
After several pilot trainings, the Institute develops training for staff at homeless shelters and services. Early partners include the LA Mission, Denver Rescue Mission, and Union Station Homeless Services.

2017
The Headington Institute Resilience Inventory is validated and published in an American Psychological Association peer-reviewed journal. It is the most comprehensive resilience inventory validated for the humanitarian community.



2010
Dr. Galen Buckwalter creates the Headington Institute Resilience Inventory (HIRI) to assess the capacity of international aid workers to continue their important work.

2013
The Business Advisory Committee begins a three-year term. Along with a rebranding initiative, they encourage the expansion of the Institute's mission and capacity.

2014
The Resilient Responder Program launches to promote the resilience of emergency responders. The program will be supported by The Ahmanson Foundation, The Annenberg Foundation, the J&S Laidig Family Trust, and The Rose Hills Foundation.

2016
The Stewardship Foundation funds the development of the "One-Day Security Training" program for small NGOs that do not have the capacity to conduct a full HEAT course.

2020
The Institute begins its 20th year of operation. The team includes 11 clinicians and 6 administrative and research staff. In response to the global coronavirus outbreak, the Institute transitions to entirely virtual care and embarks on a long-awaited plan to expand its public health footprint.

Serving the Global Community

We work behind the scenes to build the resilience of aid workers, emergency responders, and community caregivers across the world. This year, we supported these modern heroes in **49 countries**.



We used counseling sessions, resilience trainings, HEAT workshops, management consultations, and online learning tools to make sure that all our clients had the support to thrive in their work.



Counseling



Resilience Training



Risk Psychology



Organizational Consulting



Online Training

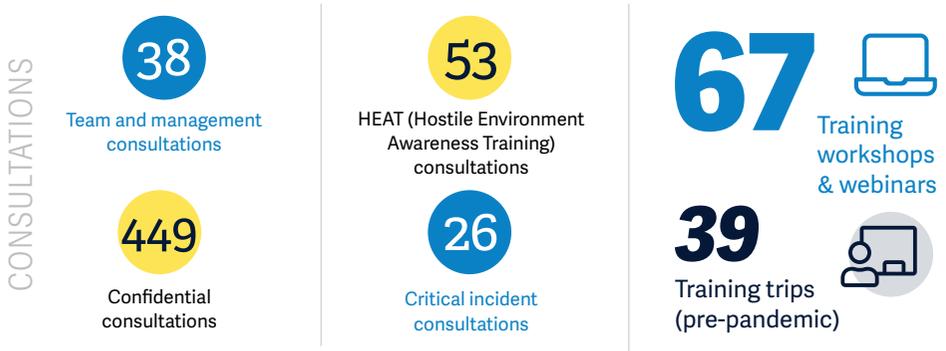
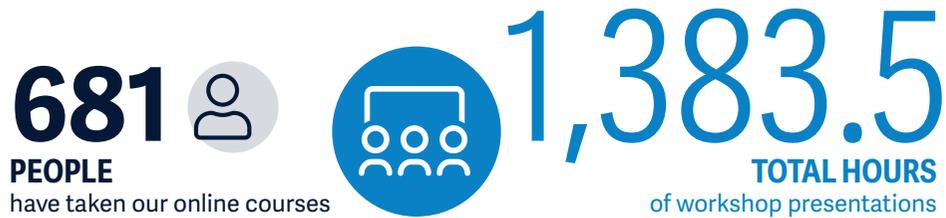


Where We Serve

- | | |
|------------------------------|-----------------------------|
| Afghanistan | Myanmar |
| Bangladesh | Niger |
| Burkina Faso | Nigeria |
| Cambodia | Norway |
| Canada | Palestine |
| Central African Republic | Panama |
| Cyprus | Philippines |
| Democratic Republic of Congo | Rwanda |
| Egypt | Senegal |
| Ethiopia | Sierra Leone |
| Greece | Somalia |
| Guatemala | South Africa |
| Haiti | South Sudan |
| Iraq | Syrian Arab Republic |
| Islamic Republic of Iran | Switzerland |
| Italy | Uganda |
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| Kenya | United Arab Emirates |
| Lebanon | United Kingdom |
| Lesotho | United Republic of Tanzania |
| Libya | United States of America |
| Madagascar | Venezuela |
| Mali | Vietnam |
| Mozambique | Yemen |
| | Zambia |

Enhancing the Global Humanitarian Response

We empower individuals and teams to pursue their own resilience and be ready for the challenges of the field. With **570,000 aid workers** operating globally, our impact continues to increase.



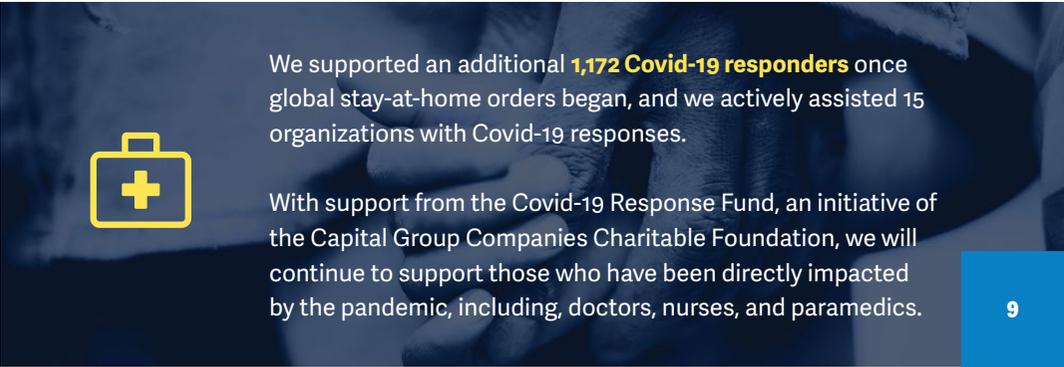
Covid-19: Serving in Crisis

Our understanding of the science of resilience continues to evolve during the pandemic. Even though Headington Institute clinicians and partners can no longer travel, we've been making a new kind of impact.



Our resilience workshops moved online, where topics included:

- ✓ Managing Social Isolation
- ✓ Staying Resilient during the Pandemic
- ✓ Grieving Well in Light of Covid-19
- ✓ Building Sustainable Routines and Self-Care Practices
- ✓ Parenting Over Distance
- ✓ Faith and Spirituality in Crisis
- ✓ Decision Making in Times of Uncertainty
- ✓ Leaders: The Uncertainty Effect



We supported an additional **1,172 Covid-19 responders** once global stay-at-home orders began, and we actively assisted 15 organizations with Covid-19 responses.



With support from the Covid-19 Response Fund, an initiative of the Capital Group Companies Charitable Foundation, we will continue to support those who have been directly impacted by the pandemic, including, doctors, nurses, and paramedics.

Trusting Our Expertise

Developing Intuitive E-Learning for Aid Workers

Over the past year, psychologists Dr. Lisa Finlay and Dr. Tatiana McDougall, and our Resource Innovations Lead Roslyn Hernández, have developed two e-learning courses that deliver our signature training to aid workers in the most remote locations.

Here Dr. McDougall (**TM**) and Roslyn Hernández (**RH**) discuss the challenges and discoveries from the process of creating our newest offerings.

What is e-learning?

RH E-learning is our response to the aid workers who are not within reach of our usual offerings. Our courses involve video content coupled with highly specialized personal application workbooks. We launched our platform in 2016, but we've been exploring how people learn through technology since we began posting articles and quizzes on our first website back in 2003. As the humanitarian field continues to grow and change, we are looking to the future and wondering how we can bridge geographical and generational learning gaps with technology.

TM E-learning is also a pedagogical field that traditionally requires a certain format. When designing a course, we try to think a bit more broadly than the standard interface so we can address the particular learning needs of people in the field.



Dr. Tatiana McDougall

How did the Institute's most recent e-learning project come about?

TM The clients put out a request for proposal for a new e-learning course. They chose the Institute because we had expertise in both creating e-learning opportunities and in the technical psychological content.

RH Projects like this are part of an organization's "Duty of Care" to their people—that is, how they maintain the wellness of their employees by promoting their resilience, not just mitigating the adverse effects of their jobs.



Roslyn Hernández

What was the product?

TM We developed two courses: Staff Care for Managers and Critical Incidents for Staff. With the first course, we are empowering managers to create the context for growth and healing by leading aid workers in a way that is sensitive to their specific needs and experiences. This course uses a more traditional e-Learning format, with knowledge checks and quizzes.

The second course is designed for actual aid worker, and gives them access to information and resources about how to manage the stress associated with the dangerous environments they are deployed to. The Critical Incidents course is comprised of two videos, 25 minutes each. At regular intervals, participants are asked to pause and try something like a breathing exercise or answering reflective questions. We include a PDF with more exercises that they can practice on their own.

What did the Institute learn from this project?

RH We had a model of e-learning that worked for us and with the wider humanitarian sector. But for one of the courses, the client asked us to explore more traditional models. We discovered that certain standard e-learning models aren't always better for our content.

TM I like Roslyn's point. The way things are done in e-learning aren't always better for the emotional process of learning about one's own interior, emotional life. Breaking self-understanding into multiple choice questions loses the holistic nature of the way we teach. Traditional e-learning is about attention and knowledge checks. But that can be a strange format for talking about trauma. This is why it was important to us for the Critical Incidents Course to be based on videos of a real psychologist (in this case it was me), talking directly to the viewer.

RH Through the process we all realized that it really was better for people to see an actual person walking them through what's happening to them when they go through a critical incident.

What's your hope for this material? What's next?

TM We hope that it reaches the people who need it. We want to give aid workers context for their internal experiences and a way to better understand themselves. By using real clinicians in our video content, we provide important moments of mirroring, reflection, and attunement that these learners can't get in the field. Being seen, heard, and understood makes a world of difference in terms of how you feel about what's happening to you.

RH We definitely want to keep developing content for ourselves. We have a great filming partner, and we now know what format is best for our content.



Visionary Giving Ensured Our Success

Even in uncertain times, our donors—individuals, foundations, corporations—gave more than ever before. Thank you for your encouragement and commitment to building resilient humanitarian responders across the world.



2019 Annual Fund Contributors

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 Glen Williams & Family
 LuAnn & Wayne Yocky
 Esther Yu



Together we raised
\$1,105,146.19

Innovating Together

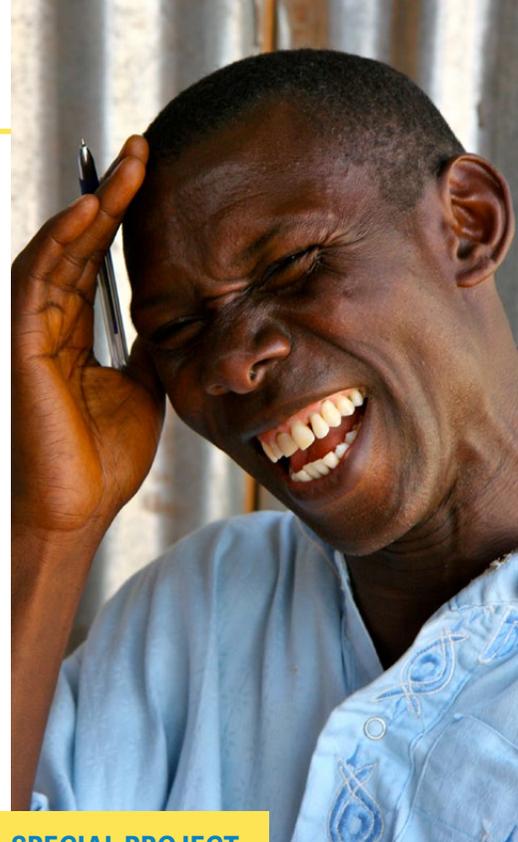
Collaboration makes us stronger. We are grateful to all those who have given of their time, energy, and expertise to sustain the work of the Headington Institute and so many other humanitarian efforts.

In-Kind Donors

Andrew Birch
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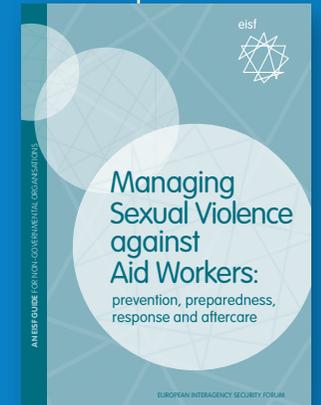
SPECIAL PROJECT

Helping to *create tools* that change the conversation around sexual violence

In addition to providing our regular menu of services, clinicians at the Institute are passionate about sharing their expertise with the wider humanitarian community.

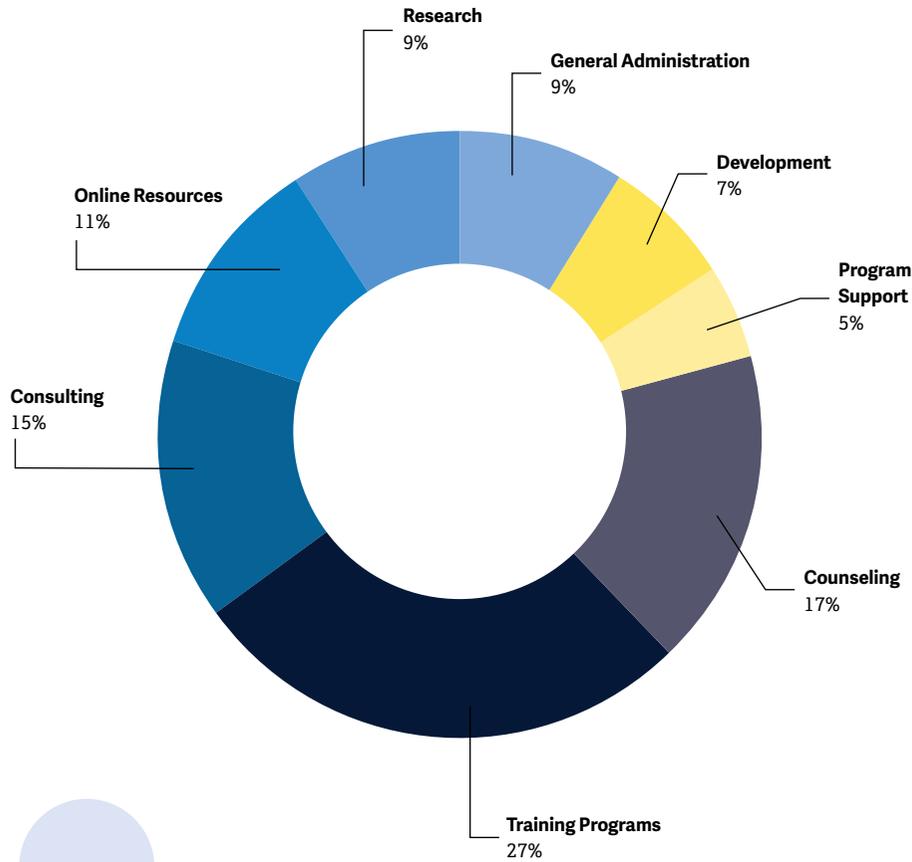
This year we worked alongside experts gathered by the Global Interagency Security Forum (formerly the European Interagency Security Forum) to produce a comprehensive guide for staff on sexual assault in the aid community.

Managing Sexual Violence Against Aid Workers aims to support aid agencies in preventing, being prepared for, and responding to incidents of sexual violence against their staff. It is intended as a best practice guide to help strengthen existing processes and support organizations as they set up their own protocols.



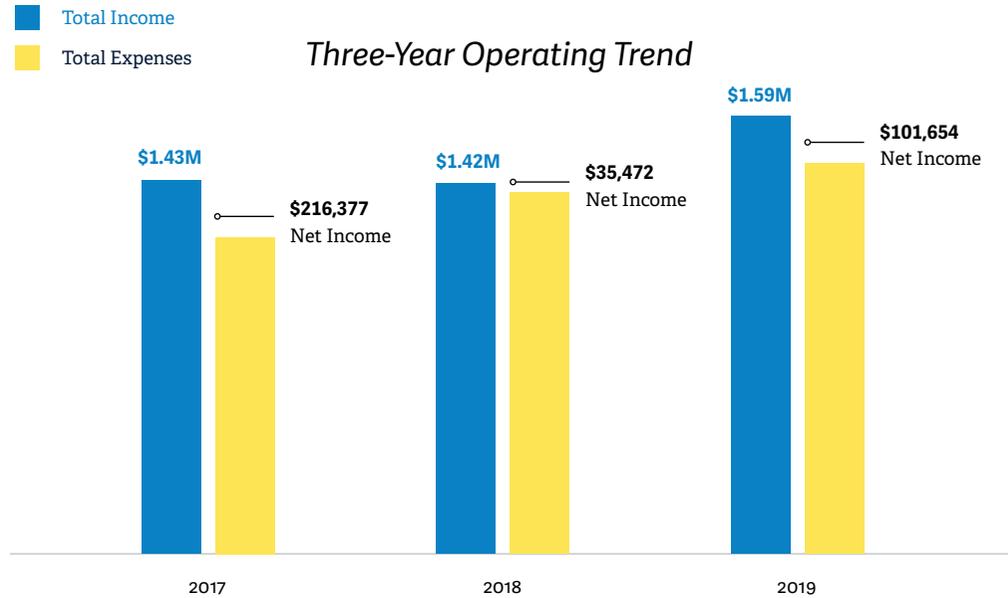
Financials

Expenses by Program, 2019 – 2020



2019 Fiscal Year

Total Income	\$1,596,655
Total Expenses	(\$1,495,001)
Net Income	\$101,654



Our Team

Staff

Melis Aldkin, PhD
Consulting Psychologist

Donald S. Bosch, PhD
Director of Risk Psychology & Heat Training

Marissa Coleman, PhD
Consulting Psychologist

Huong Diep, PhD
Consulting Psychologist

Caitlyn Ference-Saunders, MA
Director of Development

Lisa Finlay, PhD
Director of International Services

Jason Goldstein, PhD
Consulting Psychologist

Scott Grover, PhD
Director of Clinical Services

James D. Guy, PhD
President & Cofounder

Roslyn Hernández, MDiv
Resource Innovations Lead

David Lopez
Office Manager

Tatiana McDougall, PhD
Consulting Psychologist

Jacquelyn Millham, PhD
Senior Consulting Psychologist

Bob Pettit
Executive Vice President

Aaron Rosales
Research Consultant

Brent Stenberg, PhD
Senior Consulting Psychologist

Jennifer Young, PhD
Consulting Psychologist

Esther Yu
Research Assistant

Clinical Staff Retreat, 2019



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