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,

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

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.
Celebrating 20 Years of Caring for Caregivers Worldwide

2000

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

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

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

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

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.

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

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

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.

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.

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.

Where We Serve

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

681 PEOPLE have taken our online courses

1,383.5 TOTAL HOURS of workshop presentations

<table>
<thead>
<tr>
<th>CONSULTATIONS</th>
<th></th>
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<tbody>
<tr>
<td>38</td>
<td>Team and management consultations</td>
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</tr>
<tr>
<td>53</td>
<td>HEAT (Hostile Environment Awareness Training) consultations</td>
<td></td>
</tr>
<tr>
<td>449</td>
<td>Confidential consultations</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Critical incident consultations</td>
<td></td>
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<table>
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<tr>
<th>TRAINING</th>
<th></th>
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<tbody>
<tr>
<td>67</td>
<td>Training workshops &amp; webinars</td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>Training trips (pre-pandemic)</td>
<td></td>
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<table>
<thead>
<tr>
<th>DOWNLOADS</th>
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<tbody>
<tr>
<td>13,770</td>
<td>Downloads of our online resources</td>
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<table>
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<tr>
<th>VIEWERS</th>
<th></th>
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<tbody>
<tr>
<td>25,625</td>
<td>Viewers of our free video content</td>
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<table>
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<th>ASSESSMENTS</th>
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<tbody>
<tr>
<td>45</td>
<td>Resilience assessments</td>
<td></td>
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</table>

| 597         | Humanitarians and responders took our HIRI assessment |

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.

27 Webinars

1,172 Trainees

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.

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

Melis Alkin
Amazon Smile
Michelle Banks
Donald & Susan Bosch
J. Galen Buckwalter
Capital Group Companies
Charitable Foundation
Cathy Cimballo
Marissa Coleman
D. Michael Rust Endowment
Darryl & Tracy Davy
Huong Diep
Nancy & Ken Durham
Jock & Suzanne Ebner
Mark Etridge
Mark Evers
Carol Ference
Mary Ference
Daniel & Caitlyn Ference-Saunders
Robert Floe
Erin Fogg

Pursuing Resilience · Headington Institute Annual Report

Together we raised

$1,105,146.19

Kathryn Krotz
Joan Laidig
Sonja Laidig
Kim & Roberta Laidig
Lake Grove Presbyterian Church
Sally LeFeber
David & Megan Lopez
James Lynn
David Martin
T. Christopher Martin
Tatiana & Masai McDougall
Charles McKinney
Jacquelyn Millham
Network for Good
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Frank Tranzow
Carole Wakefield
LuAnn Warren-Sohlberg
Michael Wesbrooks
Ben Weyerhaeuser
Glen Williams & Family
LuAnn & Wayne Yocky
Esther Yu
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
Randall Bishop
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Randy Hill
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Peter Postlmayr
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Dr. Terrence Roberts
Mark Swift
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DisasterReady.org
DS Design
eBI Performance Solutions
Fuller Graduate School of Psychology
Global Interagency Security Forum
Gravitate
Harvard Humanitarian Initiative
HRIC Humanitarian Leadership Academy
Institute for Creative Technologies (USC)
Ludlow Kingsley
Maxwell Moser Productions
Parkland Hospital

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

<table>
<thead>
<tr>
<th>Total Income</th>
<th>$1,596,655</th>
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<tbody>
<tr>
<td>Total Expenses</td>
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<td>Net Income</td>
<td>$101,654</td>
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Three-Year Operating Trend

<table>
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<tr>
<th>Year</th>
<th>Total Income</th>
<th>Total Expenses</th>
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<tbody>
<tr>
<td>2017</td>
<td>$1.43M</td>
<td>$1.42M</td>
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<tr>
<td>2018</td>
<td>$1.42M</td>
<td>$35,472</td>
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<tr>
<td>2019</td>
<td>$1.59M</td>
<td>$101,654</td>
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</table>
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

**Board**
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- Leah Porter  Vice President, The Capital Group Companies
- John Romero  Director of LA County Region, Southern California Alumni Chapter of the Naval Postgraduate School, Center for Homeland Security
- LuAnn Yocky  Senior National Director, Transformational Engagement (Retired), World Vision US
To learn more about how you can continue to partner with us in our care for caregivers worldwide, visit us at headington-institute.org.