



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

**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.



2012 Staff

## 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

Headington Institute


**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
Jordan	Ukraine
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.



## CONSULTATIONS

38

Team and management  
consultations

53

HEAT (Hostile Environment  
Awareness Training)  
consultations

449

Confidential  
consultations

26

Critical incident  
consultations

67



Training  
workshops  
& webinars

39



Training trips  
(pre-pandemic)



**DOWNLOADS**  
of our online  
resources

13,770



45

Resilience  
assessments

25,625

**VIEWERS**  
of our free  
video  
content

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.



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?

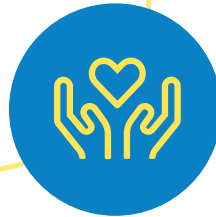
**TM** We hope that it reaches the people who need it. We want to give aid workers context for their internal experiences and a way to better understand themselves. By using real clinicians in our video content, we provide important moments of mirroring, reflection, and attunement that these learners 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

Melis Alkin  
Amazon Smile  
Michelle Banks  
Donald & Susan Bosch  
J. Galen Buckwalter  
Capital Group Companies  
Charitable Foundation  
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Marissa Coleman  
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Carole Wakefield  
Luann Warren-Sohlberg  
Michael Wesbrooks  
Ben Weyerhaeuser  
Glen Williams & Family  
LuAnn & Wayne Yocky  
Esther Yu

Together we raised  
**\$1,105,146.19**





# Innovating Together

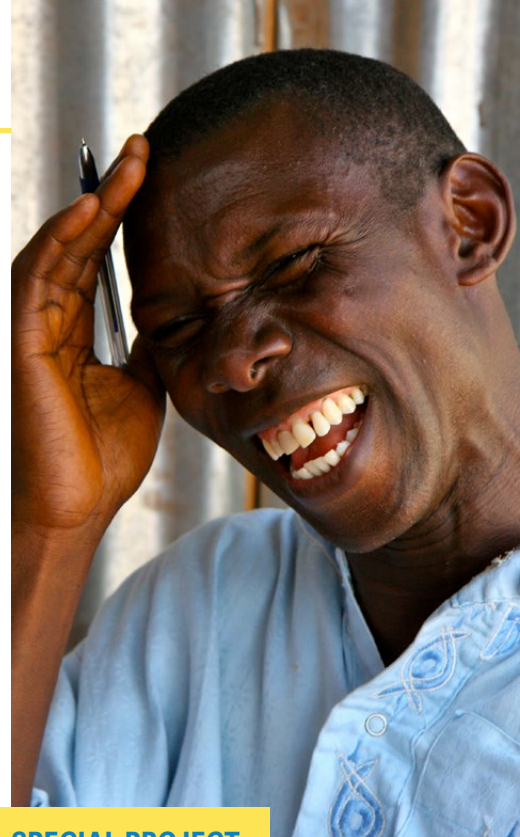
Collaboration makes us stronger. We are grateful to all those who have given of their time, energy, and expertise to sustain the work of the Headington Institute and so many other humanitarian efforts.

## In-Kind Donors

Andrew Birch  
Randall Bishop  
Jay Berger  
Susan Caron  
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Andries Dreyer  
Peter Esquivel  
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## Special Project Collaborators

Carter  
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Fuller Graduate School of Psychology  
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Gravitate  
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HRIC Humanitarian Leadership Academy  
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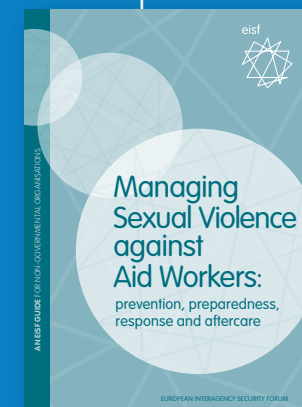
## SPECIAL PROJECT

### 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.

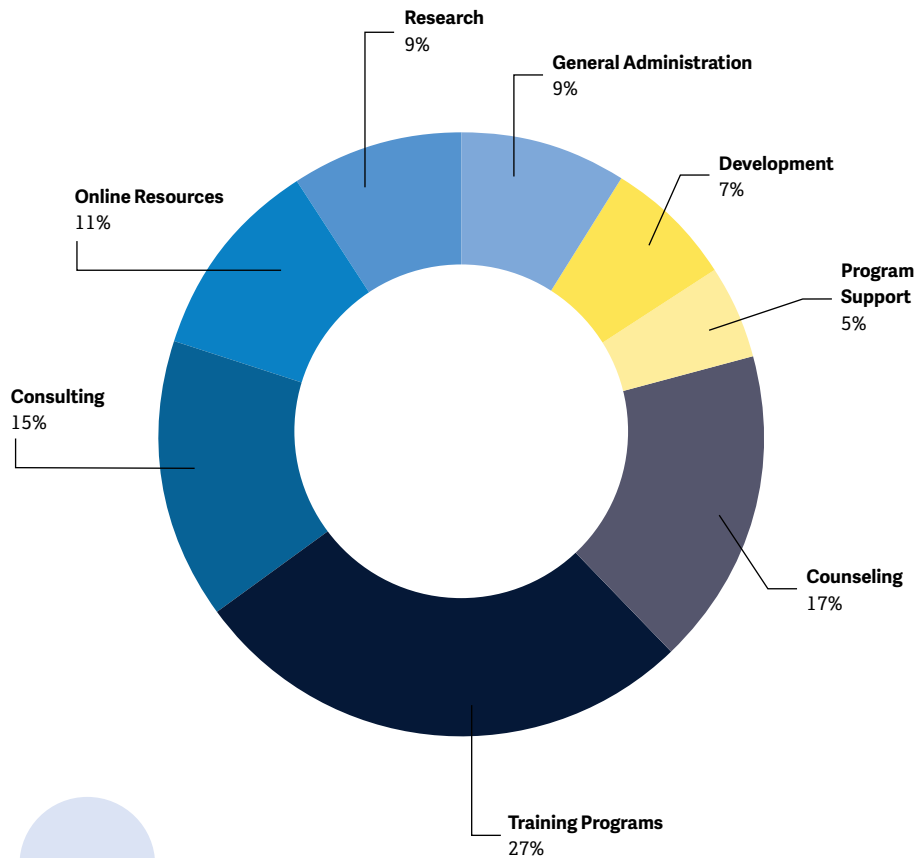
Managing Sexual Violence Against Aid Workers aims to support aid agencies in preventing, being prepared for, and responding to incidents of sexual violence against their staff. It is intended as a best practice guide to help strengthen existing processes and support organizations as they set up their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





# Financials

## Expenses by Program, 2019 – 2020

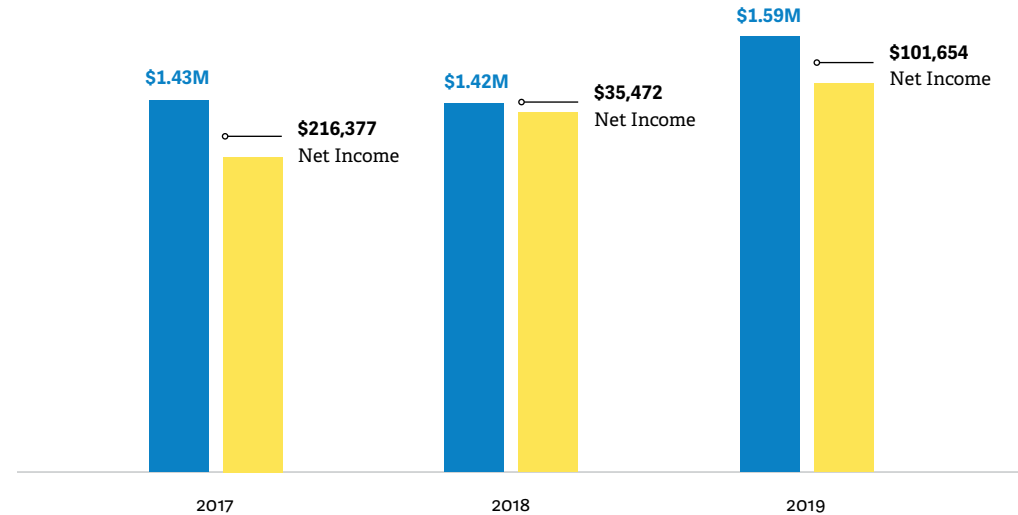


### 2019 Fiscal Year

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

■ Total Income  
■ Total Expenses

### Three-Year Operating Trend



# 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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continue to partner with us in our care  
for caregivers worldwide, visit us at  
[headington-institute.org](https://headington-institute.org).

