



RHA is a Minority Business Enterprise that connects people to programs. We have the trust, know-how and partnerships – built over 43 years of serving the community – to reach and engage Californians with the greatest need. We use these tools to build bridges that help our clients stimulate the economy, amplify their message, reduce barriers to participation and motivate the hardest-to-serve.

**Our result – people access services that improve the economy, the environment, their lives and the community.**



**230+**  
**employees**



**Four Offices**  
Throughout California

FRESNO • CHICO • LOS ANGELES • SAN DIEGO



Network of over  
**30 Contractors**  
and  
**Hundreds of**  
**Community-Based**  
**Organizations**



# OUR 2022 IMPACT

## THE COMMUNITY

The programs we implemented in 2022 touched a broad range of households and businesses, including:



**76.8K**

Low-income households received no-cost energy and water efficiency services



**6.7K**

Households received wildfire resiliency measures, such as portable batteries



**435**

Small businesses received energy efficiency services

## THE PLANET

The programs RHA administers reduce greenhouse gas emissions and conserve water. RHA facilitated the following reductions in 2022:



**27.1M**

kWh saved



**1.3M**

Therms saved



**28.6M**

Gallons saved



**19.2K**

Metric tons of CO<sub>2</sub> reduced



**4.1K**

Cars taken off the road

## OUR TEAM



RHA is proud of our diverse and inclusive workforce, which includes the following:



**83%**

Of our senior leadership are women and people of color



**87%**

Of our employees overall are women and people of color



**4**

Of our team members are veterans

# What Our Employees Say About Us

The CEO is transparent and clear with the direction of the company and values input at all levels. All ideas are welcome regardless and employee feedback is incorporated into systems and processes.



-Program Manager

"It's been refreshing to work for a female lead organization that values diversity, inclusion and encourages employees to come as they are."



Marketing and Communications Specialist

It is rare to find an organization that not only says they value diversity but proves it. It does not feel like a team, it feels more like an extension of my family.



-Regional Program Manager

RHA has a management team that loves to hear feedback from all employees and welcomes ways they can continuously improve on providing a great working environment.



-Program Coordinator



RHA also partners with **diverse entities** including **hundreds of community-based partners, government agencies, local influencers, faith-based organizations and local health organizations**



## OUR CULTURE



**Our mission** is working **together** to **improve lives** by **delivering** equitable access to **socially responsible solutions**. We pride ourselves on being a **dependable** and **valuable resource** to our clients by modeling our **values** in our day-to-day work.

## Our Values

Proactive »



Adaptable »



Accountable »



Committed »



Team



# How We Cultivate Employee Engagement



Each month, we provide our employees with guiding principles, igniting collaboration, engagement and a sense of well-being.



We prioritize community building through festive get-togethers, like pumpkin carving contests, nacho day fundraisers, spring fling socials and holiday celebrations, where employees can celebrate, play games, win prizes and connect with one another.

# How We Give Back



RHA supports the communities in which we live and work. Each year, our employees select a local cause to which our team gives back. Organizations we have supported recently include Catarina's Club - Feeding the Children, Serving Seniors, Valley Teen Ranch, and Make-A-Wish Northeastern & Central California and Northern Nevada and the Dolores Huerta Foundation.

We cultivate a culture of compassion by encouraging our employees to give back through volunteer work, making a meaningful impact in their local communities.



# COMPLIMENTS

## What Our Community-based Partners Say About Us

I had to tell you about my experience becoming a partner. I have never received such good service. I have never seen a funder that reviews the application the same day it comes in. Let alone give you a personal call to explain the corrections that need to be made. Extraordinary!

Your dedication to this program is what has made it successful. It's a blessing to us and the community that we have teamed up and I look forward to more events in 2023.

I have truly enjoyed working with you over these past several months. Your regular presence made a difference in our reception and the trust built with the community. Thank you so much for your advocacy, your incredible communication and logistics skills, and for generally being kind and caring.

## Success Story



Ernesto Garcia was struggling to support his family after the 2008 economic crash. In 2010, Ernesto's mother enrolled in the low-income energy efficiency program known as the Energy Savings Assistance (ESA) Program and learned about job openings through an ESA Program subcontractor. Ernesto applied and became an employee. After 10 years of learning the program, he opened his own business, Community Outreach Services, and became an ESA Program subcontractor for RHA. Ernesto emphasizes the value of employment to his team and is grateful for the ESA Program's opportunity. Despite COVID setbacks, his company has grown to 25 employees in two offices, with plans for up to three more offices in the near future.

"I have always been appreciative of the employment opportunity the ESA Program provided for me because it allowed me to provide for my family and now that I have my own company, I try to instill this appreciation I have for the program in everybody that is part of our team."

# What Our Customers Say About Us



Everything went surprisingly smooth. We made an appointment, and two days later, I was on my porch receiving the unit. It is very easy to understand. This is a great program.



The Specialist was very knowledgeable. Very courteous and provided excellent customer service.



I want to thank the delivery guy who came out. He did a very, very good job of explaining the process. He took enough time, and we are very appreciative for getting a battery. It has been mind relieving.



## Customer Story



As part of the Riverside Direct Install program, a taqueria received a significant upgrade through RHA's service representatives. The taqueria had been dealing with poor lighting caused by several lights being out. The owner was grateful to learn that the inefficient lighting would be replaced with efficient fixtures at no cost and recognized the positive impact the new lighting would have on the business.