



2024 Impact

A Year of Growth

RS
EDEN

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CELEBRATING PROGRESS & PERSEVERANCE

GATHERING STAMINA FOR WHAT'S TO COME



Dear RS EDEN Community,

I originally wrote this as a standard “year-end” letter in December 2024. But as we finalized our 2024 Annual Report in February and March 2025, it became clear that my first draft didn’t capture the reality of where we stand today.

We find ourselves in a time of uncertainty, fear, confusion, anger, and frustration. And yet—always—hope. Hope that we will persevere. Hope that we will rise to meet the challenges ahead, as we always have.

Reflecting on 2024: A Year of Hard Work and Foundation Building

In 2024 we worked tirelessly—integrating, collaborating, learning, and growing—as an organization and as part of a unified community committed to supporting every individual, no matter their circumstances.

We strengthened our services, deepened our partnerships, and reinforced RS EDEN’s commitment to Diversity, Equity, and Inclusion. We developed a new strategic plan to guide us through the next three years, rooting our team in principles that will withstand any external force. We formalized seven Organizational Values that will shape our daily work and bring us closer to our mission and vision. That progress laid the foundation for today’s and tomorrow’s critical work.

2025: A Time of Uncertainty—and Unwavering Commitment

We have now stepped into a period of deep uncertainty. Government funding is unstable, philanthropic support is precarious, and commitments to a peaceful and just society feel threatened. And the people we serve—who have always lived on the margins—face increased targeting, rejection, and neglect. And so, I write this with tears in my eyes—tears fueled by anger.

But one thing is certain: we will not waver.

We will organize.

We will advocate.

We will use our influence to uplift those being rejected and neglected.

We will stand against policies and rhetoric that threaten human dignity—and we will lift one another up.

Our Values Will Guide Us Forward

In 2024, we adopted new Organizational Values that will anchor us:

- **Compassion:** Extending care and empathy to everyone we encounter.
- **Innovation:** Adapting and evolving to meet emerging needs.
- **Community:** Strengthening partnerships and connections that drive impact.
- **Hope:** Inspiring belief in the possibility of change and new beginnings.
- **Respect & Inclusion:** Valuing the unique dignity of every individual.
- **Accountability & Integrity:** Upholding transparency and trust in all that we do.
- **Safety:** Fostering environments where physical and emotional well-being thrive.

These values guided us as we expanded mental health integration, enhanced substance use services, and created new recovery pathways. They led us to invest in peer support specialists, recognizing the power of lived experience, and to increase security and staffing at all of our locations—because safety is paramount and healing cannot happen while experiencing trauma.

Knowing we cannot tackle challenges alone, we stood alongside partners, community stakeholders, and policymakers, stronger together.

Our Strategic Pillars Remain Unshaken

In 2024, we built a strategic framework for 2025–2028—a roadmap for the future, grounded in principles that will not change, no matter the external forces at play.

Our three strategic pillars remain steadfast:

- **Enhancing Community Connections** – Because we cannot do this work alone.
- **Maximizing Impact** – Because the quality and reach of our services save lives and build thriving communities.
- **Catalyzing Staff Potential** – Because our staff are the healers, the helpers, and the caretakers. When they thrive, we all thrive.

Looking Further into 2025

2025 has not begun as we hoped. But the seeds we planted in 2024 will grow, and the foundation we built will sustain us. We will continue to show up—day after day—because our work is not just important, it is necessary.

To our staff, participants, partners, and supporters—thank you. Together, we will continue to build communities where healing occurs and justice prevails.

In partnership,



Caroline Hood
President and CEO, RS EDEN

UNIQUE PARTICIPANTS SERVED

2,294

men, women and children across Recovery, Permanent & Supportive Housing and Criminal Justice Support—a 32% increase since 2023.

10% of participants were children. Services for children are not reimbursed through government contracts.

60%+

identify as members of communities of color.

CRIMINAL JUSTICE SUPPORT

900+

people with a criminal justice system history engaged in RS EDEN programs.

PERMANENT & SUPPORTIVE HOUSING

860

adults and children achieved safe and stable housing – 60 more individuals than in 2023.

16 day improvement on getting people into housing compared to 2023.

MEALS PREPARED

110,000

meals were served to program participants and their children.

RECOVERY

60+

people accessed withdrawal management services, during its first full year of availability. These are people we would previously have had to turn away based on the complexity of their needs.

520

people participated in RS EDEN Recovery programs, receiving comprehensive substance use treatment including mental health, medical, and peer support services.

RSI LABORATORIES

42,000

samples processed at one of the leading, regional drug testing facilities in the Midwest with nearly...

256,000

drug screenings provided in support of prevention and intervention.



ORGANIZATIONAL CAPACITY

1

new strategic plan to guide our work in the years ahead.

7

updated values co-created and defined to shape our organizational culture.

24/7

support from RS EDEN staff, 365 days per year.