



Hillsides Annual Report 2012 - 2013

Creating Lasting Change



Hillsides

CREATING LASTING CHANGE

Continuing the mission

We reached a momentous milestone—our centennial in 2013. This yearlong celebration gave us an opportunity to reflect on what we value, how we provide our services, and why we do what we do. Three values stood out for us this past year: Quality Care, Innovation, and Advocacy.

Quality Care: The worth of each individual, whether client, staff, or volunteer, we believe is of highest value. We provide children, youth, and families a quality continuum of care throughout our four programs. They are our reason for existing.

Innovation: We emphasize innovation and creativity in our way of thinking, constantly moving forward.

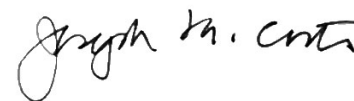
Advocacy: We are the voice and stability for those who need it most and that is why we advocate on their behalf.

Overall, we created lasting change in the lives of individuals who have lived traumatic experiences and have found hope in our programs and services. Our measurable work is made not just by our dynamic team of experts, but also by legions of dedicated volunteers and supporters who are so committed to tangibly making a difference in the lives for whom we care.

As we enter our second century, we remain dedicated to promoting children’s well-being, to increasing permanency in their lives, and to ensuring their safety. Our campus, the heart of Hillside, is showing its age and is in need of major renovation and expansion. I invite you to read about our capital campaign, **CREATING LASTING CHANGE**, and learn how we will transform the campus, and in doing so, continue to transform children’s lives (page 13).

I am encouraged by your dedication and know that together we will continue to create lasting change in the lives of those we serve.

Sincerely,



Joseph M. Costa



Delivering measurable results

In determining measurable outcomes, the California Alliance Benchmarking Initiative supported by Behavioral Pathway Systems (BPS) decided to support the vital needs of behavioral health leaders by providing a broad range of benchmarks in the areas of clinical, operational, and financial performance. Hillside is one of 100 agencies that are members of BPS.

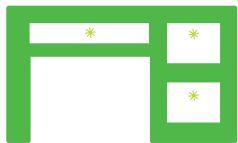
Benchmarking also served as a valuable management tool throughout the behavioral health industry. The data collected by BPS adds to the knowledge of “best practices” in behavioral health through the introduction and development of “process benchmarking.” We are compared to other agencies whose budget is \$15 million and above and are operating in

an urban community. Top Performers are identified in all performance areas throughout the year. In 2012, Hillside was recognized as Top Performers in the areas of Wraparound – Youth Productivity and Residential-Occupancy/ County Relationships. Throughout the annual report, we identify favorable outcomes in each of our four core programs.



We served **7,471** children and their families to **restore hope**.

We provided **22,838** bed days to **stay safe**.



Eighty-three students received **5,152,640** minutes of instruction as outlined in their individualized education plans to **gain academic improvements**.

We offered **95,408** hours of youth mental health to **improve a sense of well-being**.



We provided **9,924** days of housing to youth who are transitioning into adulthood to **achieve independent living**.

Improving well-being

Our Family Resource Centers intervene before children are removed from their homes in order to preserve families. We provide mental health support, parenting classes, in-home counseling, enrichment opportunities for children to build self-esteem, and additional resources for children and families in need or who have experienced trauma. This year we served 5,836 individuals throughout Los Angeles County.

It's a beautiful life

Carmen Leon, 16, struggled to see the beauty in the world. Due to a traumatic childhood and an unstable home, life seemed dull, colorless.

While receiving therapy at Hillsides Family Resource Center in Echo Park, Carmen was encouraged to express her feelings through writing short stories and art activities. When staff learned of a free photography workshop, they suggested that Carmen sign up. Carmen's therapist, Maria Lozano, volunteered to attend classes with her.

During the eight-week workshop, Carmen explored Los Angeles with a camera, learned how to edit photos, met professional photographers, and created a portfolio of work, which now hangs at the Echo Park clinic.

"I never thought I was artistic," says Carmen. "But I found out that I love to create." Carmen also discovered her future. She plans on attending the Academy of Art University in San Francisco when she graduates from high school and then becoming a professional photographer. "I've realized I can accomplish anything," she says.

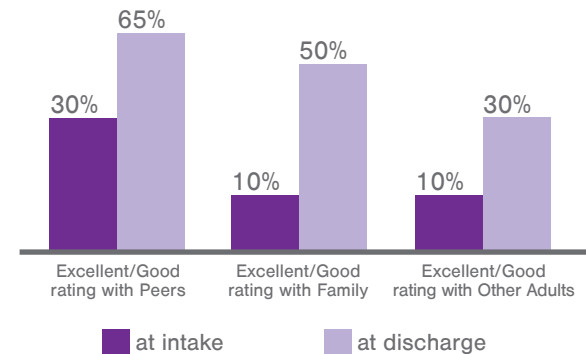
While her family still faces challenges, Carmen now sees beauty all around her, even in something as seemingly insignificant as a crack in the sidewalk. "There is more to the eye than I ever imagined," she says.



Outcomes

- In Wraparound, an added layer of support to preserve families, **83%** of youth **regularly attended school** and earned high school diplomas or equivalent and passing grades in school. **82%** of youth regularly attended school and received passing grades.
- 796 of 941 youth mental health clients, **93.65%**, obtained and/or sustained permanent family living situations after discharge.

Youth mental health clients



Promoting individualized achievements

Our Education Center is a therapeutic residential and day school that offers individualized education for students with social-emotional, learning, and/or behavioral challenges. Students find success through small classes, personalized attention, progressive lessons, counseling, and other specialized resources. With the goal being to transition children to a public school setting, the Education Center also helps children gain positive images of themselves that they carry with them for the rest of their lives.



A study in success

What to do when your daughter refuses to go to school?

This was the challenge the Commons family was facing.

Their 11-year-old daughter Leilani had turned moody and explosive, rarely leaving her room.

The family then enrolled her at Hillside Education Center. Here, Leilani received individual and family counseling and she felt nurtured and accepted. Her attendance improved, and she became an honors student.

“[Hillside] was such a great support system for me,” says Leilani, now 13. “Everyone there helped me realize I should go to school, that I should not be alone, and that I should make friends. They helped me take the steps I needed for a better future.”

Soon, with the steadfast encouragement of her teachers and therapist, Leilani was ready to transition to a public school. Staff worked with her family and the Pasadena Unified School District to find a good school match for her. Today Leilani is an A student and one of four student senators at her school. Best of all, when she gets up in the morning, she says, “I’m excited to get to school.”



Outcomes

- We educated **113 students** from 19 different school districts.
- **21 students of 38 discharges** met their treatment/individual education plan goals.
- **10** of 14 students **began or completed their transition plan**. A transition plan includes the student attending at least part of the school week in a public school setting as a transition from HEC to a public school.
- **9** students transitioned to general education, special education support, or special day class in a public school.

Ensuring safety

Our Residential Treatment Services provide a safe and stable environment for children and youth who cannot live at home, have experienced trauma, or have severe emotional or behavioral challenges. Children and youth also benefit from wraparound services that give them an extra layer of therapeutic support. Our Residentially Based Services Program involves family members and strengthens family ties to shorten the length of stay children live away from their families and communities.

Moving forward while repairing the past

When Robert, 16, came to live at Hillsides, he was filled with sadness and anger. He was estranged from his family, and felt hurt and alone. The future looked bleak to him.

“I’m always going to be here,” he told his therapists. “I’m just too old.”

Hillsides Residentially Based Services team, which bridges a child’s transition from a residential program to a permanent home and works to reconnect children with their families, swung into action. They reunited Robert with his previously estranged grandparents and helped heal his relationship with his mother. They arranged for Robert to attend several family reunions and reconnect with his five siblings.

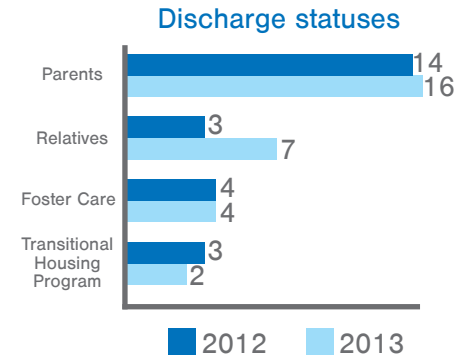


Next, our child and family specialists collaborated with community resources and Robert’s family to find Robert a permanent placement with a caring foster parent.

Robert, now 17, is thriving, his anger in control and his sadness replaced by hope. He spends holidays with his grandparents, is getting good grades in school, and recently applied for his first job. Hillsides helped Robert see that he was not too old to repair the wounds of the past or forge new loving relationships.

Outcomes

- Our occupancy rate was **98.44%** and has been consistent.
- **22 of 35** clients discharged **met their treatment goals**, while the remaining 13 were transferred, withdrawn, or disenrolled from the program before goals were met.
- **29 of 35** discharges achieved permanency or transitioned to a less restrictive living setting with the majority going to live with a parent or relative.



Providing support services

Youth Moving On (YMO) provides former foster care and probation youth ages 16 – 24 with a continuum of support services from a peer-led, drop-in resource center to affordable quality housing. The YMO Peer Resource Center is a safe, welcoming environment to assist youth in their transition into stable and successful adulthood. The Workforce Investment Program, which includes individualized career planning at the Peer Resource Center, is an integral part of YMO. Ninety-eight percent of our youth exit the program with steady employment.

Finding financial security

Ashley Kells, 22, was desperate for a job.

She had recently moved to Pasadena to live with her family in transitional housing. Her family's finances were strained to the breaking point, and so were hers. "I was really struggling," she recalls. "I had so many needs, but no money."

Ashley had some prior work experience out of state, but she didn't have any local connections. Her resume was outdated and she didn't have a computer to update it on, and none of her clothes were suitable for job interviews.

Then she walked into Youth Moving On's Peer Resource Center. Staff gave Ashley resume tips, the use of a computer to create a resume, job leads, and bought her work clothes and makeup to wear on interviews. For one interview, Peer Resource Center Coordinator Jessica Petrass even gave Ashley the shirt and blazer off her back.

Within months, Ashley landed a good job with benefits at a market near her home. She is in control of her life and her finances, and ever thankful for the day she discovered the Peer Resource Center.



Outcomes

- **39 of 43** YMO youth established and reached their mental health goals.
- The number of internships available through the Workforce Investment Program increased from 7 to **20 sites**.
- **100%** of YMO youth **actively involved in internships or employment** through our program earn above minimum wage:
 - **\$9.50** was the average hourly income for youth in permanent housing.
 - **\$8.75** was the average hourly income for youth in transitional housing.
- **83%** of YMO youth paid their rent in full and on time each month.

Then and now

Susanne Crummey, Hillside's former associate executive director who retired in 2013 after 43 years, offers her professional perspective gained throughout the years:

1. What changes have you witnessed in the child welfare system?

In 1974, four years after I began working at Hillside's, the National Child Abuse Prevention and Treatment Act was passed. Not only did this act provide funding for states to establish prevention programs, it made it mandatory that states establish child abuse reporting laws and procedures. Over my career that act has been rewritten and strengthened.

2. How did Hillside's respond to these changes?

Hillside's developed one of the first outreach community-based programs of its kind in California. Beginning before the funding was in place, sometimes serving families pro-bono, this program, The Family Center, now known as Family Resource Centers, began by serving a dozen families. As funding became available, the program expanded to what it is today, providing services to thousands of children and families each year, preventing abuse and neglect on a broad and comprehensive scale.

3. How else has Hillside's transformed over the years?

The agency has grown in number of staff, numbers of clients served, and the range of program services

and interventions offered. In addition, the complexity of community issues, family needs, and the needs of young people being served have resulted in more comprehensive treatment systems including evidence-based mental health services that are individualized, strength-based, and child and family-focused.

4. Where do you see Hillside's headed in the future?

There is a growing frequency of violence that occurs in the home, the schools, and the community that endangers children's safety and traumatizes children in ways that have life-long effects. Hillside's must not only continue to provide assessment and prevention of abuse and neglect, it must continue to provide community-based services that intervene before the family crisis has escalated. It must also provide leadership and a voice in the community and in Sacramento that helps to increase awareness of the needs of children and their families.



A new campus for a new era

Thank you to our board and other early donors for contributing to our CREATING LASTING CHANGE capital campaign to build a Student Center. Positioned at the upper end of campus adjacent to the residential cottages, the new center will enable Hillside to provide up-to-date dining, art, and recreational facilities. The 34,000 square foot Student Center will feature two art studios, a music room, recreation areas, dining commons, a

kitchen, and subterranean parking, thus preparing Hillside for our next century of service.

Visit www.hillside.org/capital-campaign to read about our campus improvements. To learn more, contact Advancement Services at 323-543-2800.

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Our centennial year in a glance



January 1: The Wells Fargo Stagecoach Ride Hillside's centennial year got off to a "rosy" start when several youth and children participated in the Rose Parade by riding in the horse-drawn carriage.



May 22: Foster Soles Celebrity On-line Auction Hundreds of celebrity items were auctioned to benefit Hillside's in a month-long on-line event that kicked off with a festive party at Bar Celona Restaurant in Pasadena.

February 23: The Centennial Gala

A sold-out crowd of more than 600 enjoyed a once-in-a-lifetime evening of entertainment and fine dining at The Langham Huntington, Pasadena.



June 8: "100 Faces" of Hillside's

Hillside's launched a social media campaign that lasted for 100 days to showcase 100 individuals who have made a difference throughout the years.



Hillside's through the years

1918 Hillside's moved to two homey cottages on the site of our current main campus on Avenue 64 in Pasadena.

1950 Hillside's hired our first social worker and created a position of director of health.

1973 Hillside's opened a satellite house for teenage girls. A second off-campus home for boys opened two years later, in 1975.

1913 Hillside's began as an orphanage for 13 children in a home on Avenue 28 in Highland Park.

1926 The Administrative Building was completed.

1960 Hillside's began to shift from an orphanage to a therapeutic residential center providing specialized care for children and youth who had experienced trauma.



July 14: Farm to Table Dinner
Our H100 support group hosted a spectacular meal of locally grown foods at the Descanso Gardens in La Canada Flintridge.



September 17: Nordstrom Gala
Hillsides was one of two charities selected to benefit from the grand opening of the new Nordstrom store at The Americana at Brand in Glendale.



September 15: Founder's Day
Alumni, staff, clients, and supporters gathered together on campus for some old-fashioned fun to celebrate Hillsides founder, Evelyn Wile.

October 17: Circle of Excellence Dinner
Hillsides supporters who went above and beyond were honored at our annual dinner recognizing donors and volunteers.



1990 Hillsides opened our first off-campus mental health facility in Echo Park.



2005 With the support of the Everychild Foundation, Hillsides began Youth Moving On, a transitional housing program for youth aging out of foster care.



2013 Hillsides celebrated 100 years of helping children and families in need. The Peer Resource Center, serving youth in need ages 16 – 25, opened.



1982 Hillsides opened the Education Center and created our first Family Resource Center.



2000 The campus added a children's resource center, library, health services, new classrooms, and two new cottages.



2007 Hillsides partnered with "Wraparound" Services as an added layer of support to keep children in their homes and find children permanent homes.



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