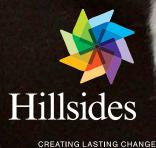
Annual Report 2017-2018





Hillsides is dedicated to healing children and young adults, strengthening families, and transforming communities through quality comprehensive services and advocacy.

hillsides.org bienvenidos.org youthmovingon.org hillsideseducationcenter.org

Letter from the CEO

Dear Friends,

The year 2017-2018 was a banner year for us across the agency. We made history when the Margie & Robert E. Petersen Foundation awarded Hillsides a \$5 million grant, the largest grant ever received since we were founded in 1913. The gift will be used to support transition-aged youth ages 16-24 through an array of social, educational, and mental health services. In recognition of the gift, we named our new 34,000 square-foot student center on our main campus in Pasadena the Margie & Robert E. Petersen Student Center.

This Student Center will be the centerpiece of our \$18.2 million capital improvement project, containing a state-of-the-art kitchen and dining room, art room, and music studio. The children in our residential program and our therapeutic non-public residential and day school, the Hillsides Education Center (HEC), will be able to take advantage of this beautiful and expansive space to be completed in 2019. This year the children were already enjoying a new swimming pool and basketball courts.

In other main campus news, HEC welcomed a new director of education, Alicia Jennings, a professional educational advocate and administrator with a 10-year history working with youth who are at-risk, emotionally disturbed, or have been in foster care. Some of her goals include expanding the school's STEM and STEAM curriculum, and we can't wait to see our students receive even more opportunity and growth.

In 2017-2018 we also expanded our mental health services. We opened up a Family Resource Center in Palmdale, serving the Antelope Valley, and moved our Family Resource Center, Pasadena to roomier, modernized offices in Arcadia that also includes foster care and adoption services. In addition, we named Cindy Macias our new division chief of the Bienvenidos Foster Care and Adoption program. Under her leadership, we are witnessing a higher number of resource families (formerly called foster families) and adoptions.

At our Youth Moving On Program for youth transitioning from foster care to adulthood, we doubled the space of our Peer Resource Center to include a larger common area, more offices, a new staff kitchen, and showers and laundry facilities for the clients. We also welcomed a new senior director of transition-aged services, Correnda Perkins, who is helping us serve an even larger number of transition-aged youth.

Finally, this year we introduced an agencywide staff training program called Risking Connection®. This program emphasizes recovery through four channels under the RICH acronym, (Respect, Information Sharing, Connection, and Hope). Risking Connection® is an effective tool for us to better understand and respond to the effects of trauma on our clients and builds on our commitment to being a trauma-informed care agency.

I invite you to look through our annual report. I think you will be impressed with our outcomes and the stories of those we have helped. The RICH acronym is an apt description of the work we do here. We could not do this work without you, and thank all of our community partners, donors, and volunteers for your continued support.

Sincerely,

Spyth M. Contr

Joseph M. Costa President and Chief Executive Officer



Hillsides with its affiliate Bienvenidos served

16,833

children, youth,

and families

Hillsides and Bienvenidos Family Resource Centers

12,748

Bienvenidos Foster Care and Adoption

2,595

Youth Moving On

426

Residential Treatment Services

434

Hillsides Education Center

630



Residential Treatment Services

50% of the youth we serve in residential are within the transition-aged youth population

Our youth perform 12% above the national average in terms of graduation and passing in school.

There was a 10% increase in youth achieving permanency at discharge

80% of children and youth met their treatment goal

Imagine spending years bouncing from one foster home to the next, having no caring adult in your life, and perhaps being the victim of physical or verbal abuse. This is the background of many of the children who live at Hillsides residential program.

Now imagine a therapeutic approach that emphasizes Respect, Information Sharing, Connection, and Hope (RICH relationships) that provides children with the self-love and sense of safety they have been missing.



Cottage Supervisor Mel Lozano and Amy Cousineau, Division Chief of Campus-Based Services

This is exactly what is happening in the Hillsides cottages. There, staff members like Mel Lozano put these attributes into daily practice with ground-breaking results.

"These kids have been taught that when they interact with adults, they will be blamed for something and there will be shame and guilt," said Mel Lozano, cottage supervisor. "We want to teach them that we are here to listen to them,

Our Residential Treatment Services is a short-term residential therapeutic program offered in a safe and stable environment where children who cannot live at home, have suffered trauma, or have emotional and/or behavioral challenges can thrive

Creating RICH relationships with the children

and respect them. We will gather the needed information, and we will give them hope that they can form meaningful relationships that will last."

Creating RICH relationships can hinge on very small details. Mel has arranged his office so when teens come to talk to him, they sit adjacent to him on a couch, not across the desk from him. "Because there is literally no barrier between us, kids feel more comfortable opening up to me," he said. "Once they do, we can work toward reaching common goals."

RICH is letting a youth take a walk off campus to blow off steam, but following behind at a distance of a few feet to make sure they are safe. "I call this a therapeutic walk," said Mel. "Once a kid settles down, they often share the underlying reason they were upset. For example, maybe it was their aunt's birthday and they miss her. Then we do everything we can to get in touch with the aunt."

As a result of this empathetic approach, the youth feel comfortable talking to staff. They also listen more and are more open to helpful suggestions. In addition, they are acting out less, incident reports are down, and require less supervision. It is a win-win situation for both the clients and the staff.

Perhaps the most beautiful thing about the RICH model is that staff were already practicing the concepts before being trained in them. "The groundwork has always been there," said Mel, "but now we have a name and a technique to go along with what a lot of our staff have naturally been doing all along."

Hillsides and **Bienvenidos** Family Resource Centers

2 community roundtables were conducted with 23 families participating to give feedback on our service delivery

83% of children and vouth had a successful school year

88% of children/ youth strengthened family relationships, improving permanency and preventing family separation

466 children and youth served in school sites: 5% are in Pasadena, 36% in **Baldwin Park, and 59%** in Los Angeles

How our Wraparound team helped a mom get her life back

In a heartbeat, Colette's* life turned upside down. The successful systems engineer found herself suddenly living in a domestic violence shelter while her children were placed in foster care. "Over the course of a week, we went from being a normal family to losing everything, including our home and security. We were at ground zero," she recalled.

When her two children, eight-year-old Angela* and five-year-old Cole*, were able to join her



fe-changing services from Nancy Sepulveda (right) and other wraparound team members.

At this point, Colette and her children were introduced to the Hillsides wraparound team of Coordinator Nancy Sepulveda. Therapist Jennifer Roman Gonzalez, Child Family Specialist Eddie

hard time.

Rodriguez, and Parent Partner Hector Valadez.

Wraparound services are just one of many offered by Hillsides and Bienvenidos Family Resource Centers, which offer community-based programs and services that provide parenting classes, mental health support, and additional crucial services for children and families. Wraparound provides a multi-disciplinary team approach to develop and implement an individualized plan of care to address a child's mental health needs.

in the shelter after a few weeks, they were traumatized. "They were acting out, fighting each other, and trying to come to terms with our new situation." recalled Colette. Angela was having an especially

First on the "to do" list: find the family a stable home. With the help of Hector. Colette found a house to rent within a week. Next on the agenda: help Colette navigate the new world she'd been thrust into of court dates, social workers, and court-ordered therapy. Third, the team turned their focus to Angela, whose anxiety was so great she was displaying obsessive behavior.

"It was so helpful for Angela to have a therapist, Jennifer, to talk to," said Colette. Jennifer referred Angela to a psychiatrist, where she was diagnosed with ADHD. With the diagnosis and supporting therapy from Jennifer, today, Angela is returning to the happy little girl she once was.

The wrap team also helped Colette with parenting skills. "Before, I was the wage earner in the family, working full-time and my husband was a stay-at-home dad," said Colette. "Nancy gave me so many great tips about how to set limits and become the disciplinarian I had never had to be before."

Another thing Colette found helpful was that during regular meetings, the team encouraged Colette to focus on the positive progress she and her family had made. "This was a great way to keep me motivated," she said. The exercise helped her realize how far she had come in life a life that was now right-side up and full of hope.

*Names changed to protect the privacy of the clients.

Hillsides Education Center

73% of students discharged to a permanent placement with 73% in permanent placement with a parent

HEC hosted their first prom and 10 of our seniors graduated from high school

62 community and peer reading tutors volunteered to support the Reading Rocks! program, a 22% increase from last year

60% of students improved by 2 or more grade levels

Students help each other learn to read

"I don't want to do it. It's hard," Kenny, 11, pushed the book away.

"It's okay, I'll help you," said Linda, his reading tutor.

This is a scene you might find in many schools - a tutor and a pupil - except in this case, there is a twist – they are both children. Linda is only a year older than Kenny and is his classmate at the Hillsides Education Center (HEC). She is one of dozens of peer mentors who help fellow students learn to read through an innovative reading program, Reading Rocks.

Haltingly, Kenny makes it through the short picture book. He breaks into a big smile, telling Linda, "You're my favorite tutor."

HEC Reading Specialist Rob Wherley created the Reading Rocks program five years ago, and it has been tremendously successful. Many

Wherley oversees a peer mentor and

Hillsides Education Center is a nationally accredited therapeutic non-public residential and day school offering individualized education for students with social-emotional, learning, and/or behavioral challenges for children in first through 12th grade.



of the students are in foster care and, due to the constant moving and inconsistencies in their lives, they fall behind in school. Yet out of 36 enrolled in the program in the 2017-2018 academic year, 18 students improved in reading fluency or comprehension by one or two grade levels, and eight students, by three or more grade levels.

One key to the success: the peer mentors.

"The kids connect with a peer mentor much more than an authority figure like a teacher," said Rob. "I have never personally been in the foster care system, but when you have two students who are, they understand each other and know how to support each other. "

Being a peer mentor is a big draw for the students. "No one wants to get pulled out of class for reading intervention, but when they learn I'll train them to be a tutor, they sign on," said Rob.

Then the magic starts to work because in the process, the mentors learn as much as their pupils. They are asked to read higher level books and read challenging reading procedures, so they receive a reading intervention without even knowing it.

For example, Kenny's reading has improved from a pre-school level to first grade while Linda has increased her reading skills from fourth grade to fifth.

It turns out, Kenny's favorite tutor needs him as much as he needs her.

*Names changed for privacy reasons.

Bienvenidos Foster Care and Adoption

88% of children and youth had a successful school year 83% of children and youth reunified with their parents and/or permanent homes All 88 resource families are trained through Foster Parent College

17 adoptions were finalized in this reporting period



Diane Diaz had overcome a lot in her 18 years.

At age 14, her family split up. She was separated from her mom, older sister, and two brothers, and put into a foster care home with her twin sister.



ifidence to go

to college with the elp of her foster care

social worker.

The resource family (formerly known as a foster family) was loving and kind, but she missed her birth family. Her mind also fell back on old messages she'd heard growing up that she'd never be any good, never even graduate from middle school, and that she'd end up pregnant without any education.

Struggling academically, she barely made Cs in middle school. The first semester of high school, she received all Fs.

Second semester, Diane began to change. She decided to apply herself to her studies, and turned her grades around to all As. She joined the school hip-hop team, finding she had a talent and passion for dancing. She kept her grades up sophomore year as well.

Bienvenidos Foster Care and Adoption program provides home-based family care (formerly known as foster care) to children and youth ranging in age from newborn to 21 years old.

A teen in foster care gains the confidence to

Diane had turned into a top student, but there was one final hurdle she couldn't clear – the conviction that she wasn't college material. "I never even considered it," she said. "It was for other people, but not me."

Junior year, however, she met foster care social worker Adriana Moratinos, who works for Hillsides affiliate, Bienvenidos. Part of Adriana's job was visiting with Diane once a month. Every time she did, she had only one thing on her mind.

"Adriana would ask me, did you research schools, did you learn about scholarships, did you finish your paperwork, what about the FAFSA?" said Diane. "At first, I was setting my sights only on a junior college, but Adriana told me, you're going to be putting in the work at a junior college, so why not just do it at a fouryear university?"

Diane picked California State University, Northridge as her top choice, in part because it was Adriana's alma-mater. She applied early her senior year, and was accepted.

Currently Diane is a freshman, receiving all As. She has decided to study education and history so she can pursue a career as a high school history teacher. Gone are the days when she doubted her ability to handle college, even if some days she feels like pinching herself to make sure she isn't dreaming.

"I have pushed myself way beyond my expectations," she says. "I am just so thankful that I have had people in my life like Adriana to help me go beyond where I thought I could go."

Youth Moving On

1.094 sessions of life guidance and support occurred

535 youth participated in career planning sessions

32 youth took up residence in our housing program. 84% of these youth achieved independence and/ or reunified with their families

115 workshops in education, housing, career club, creative arts, cooking, recreation/ entertainment, support groups, and health/ fitness were offered.

Myles Williams stands in front of a roomful of mothers and fathers mandated by the court to attend parenting classes. "You have to think of the kids and not yourself," he says. "Stop making excuses in your life, and start being vour best."

Myles, a parenting instructor with Akoko-Nan Parent Education and Support Group in Pasadena, knows what he is talking about, not from a parent's perspective, but from a child's.



Moving On program

to succeed in life.

where he

then discovered Hillsides program for youth formerly in foster care, Youth Moving On (YMO), where his life turned around.

"YMO was the first place that felt like home and also gave me an opportunity to achieve," said Myles. YMO provided him with an affordable

Myles is one of many successful graduates of YMO's housing program where youth formerly in foster care are provided affordable housing for two years, along with a host of other services, to help them transition to adulthood.

Myles Williams – Pushing for the best

When he was 14, his parents died. This event catapulted him into a succession of 13 foster care placements, met many adults unfit for parenthood. He became homeless at age 18, and lived on Los Angeles' Skid Row until he was 20. He

apartment, mental health counseling, life skills training, and workforce education. Through community partnerships, YMO helped Myles find a job as a chef at a Pasadena restaurant, and then as a barista at Starbucks.

Myles also discovered his capacity for leadership. While in the program he was selected to be a peer advocate for other vouth. and today he serves on the YMO advisory board, helping to formulate the program's policies, vision, and future. Seven years after leaving the YMO program, he still returns regularly to inspire other youth to make the most of their futures.

"I have learned my true purpose in life is helping others," said Myles. "If you can help someone else get to the top of the mountain, that is true success."

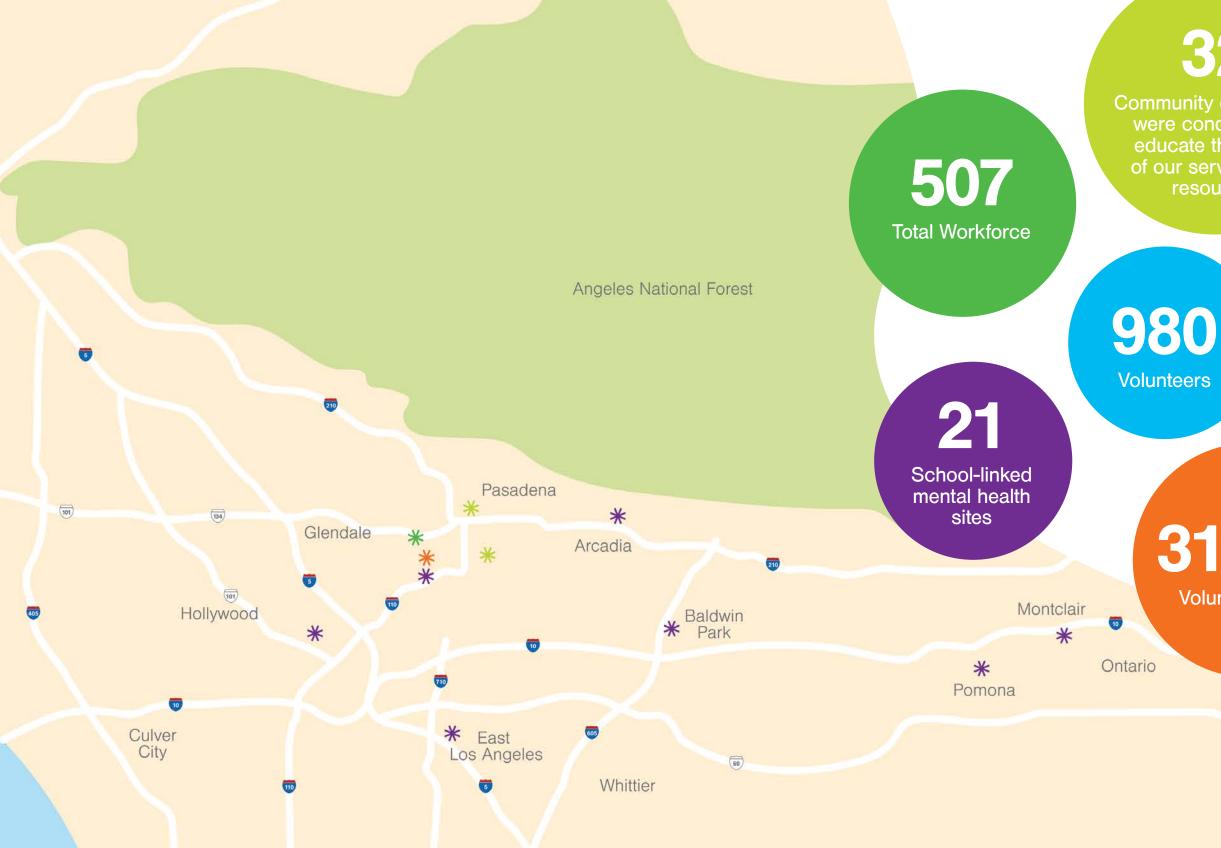
He also operates under another guiding principle: To give 120 percent to anything he does. Perhaps this explains why he has the energy to work another job, at Sephora, and to attend college, with the ultimate goal of becoming a social worker. And this philosophy may reveal the reason why he pushes the parents in his classes so hard with his unique brand of tough love.

"Too many people give the best of themselves only when it's easy, however, it's when you're challenged that you have to give even more," he said. "At the end of the day, I am happy with myself, knowing that I gave the best I had to offer, and I want others to experience that same feelina too."



14

The Hillsides neighborhood



32

Community outreaches were conducted to educate the public of our services and resources





Residential Treatment Services Hillsides Education Center

940 Avenue 64 Pasadena, CA 91105 T 323.254.2274 F 323.254.0598

Support Services

815 Colorado Blvd., Ste. 300 Los Angeles, CA 90041 T 323.543.2800

Youth Moving On

Peer Resource Center 456 East Orange Blvd., Ste. 140 Pasadena, CA 91104 T 626.765.6010

650 S. Oakland Ave. Pasadena, CA 91104

Family Resource Centers Hillsides FRC East San Gabriel Valley

13001 Ramona Blvd., Suite A Irwindale, CA 91760 T 626.373.2900 F 626.373.2940

Hillsides FRC Echo Park

1910 Sunset Blvd., Ste. 650 Los Angeles, CA 90026 T 213.201.5380

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L to R: Ida and John Hitchcock, Kristin Maschka, Kate Maschka Hitchcock, and David Hitchcock celebrate at the annual Parkway Grill holiday event.

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