



ANNUAL REPORT 2020-2021









Letter from the CEO

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

Dear Friends.

When an unprecedented pandemic instantly shut down the world, I was a witness to the true meaning of the human spirit. Watching the Hillsides' workforce, board members, donors and volunteers continue to give of themselves and be present for our clients and their families was a true testament to the selflessness of all the people that support us.

As the pandemic continued on, these extraordinary individuals seamlessly provided healing and hope to the thousands of children, youth, and families we serve. Day after day, they forged ahead, despite their own challenges.

Our clients were suffering from the pandemic – emotionally, financially, and psychologically. They experienced a significant loss of social supports, job loss, lack of school interventions and increased symptoms of anxiety and depression. Despite these circumstances, they continued to meet with our treatment teams, demonstrating a deep need to connect and to heal.

Even in the hardest of times, there is always hope. Because of Covid, we switched our model to telehealth services, allowing us to serve 21% more clients. As we made the (literally) overnight switch to online learning in our schools, attendance there increased as well. We also prevailed with our fundraising efforts, successfully organizing our first virtual gala, "Raising Hope," enabling us to exceed our annual fundraising goal. This was no small feat, especially during a worldwide pandemic.

As we continue to strive to make impact and meet our mission during this pandemic, we remain resolute in our commitment to our clients and all Hillsides programs - Bienvenidos Foster Care and Adoption, Youth Moving On, Family Resource Centers, Hillsides Education Center, and Residential Treatment Services. Learn more about these programs inside this annual report.

In addition, we have devoted space in this issue to our amazing donors and volunteers. I know that we could do this work without your support, especially now. We are profoundly grateful to you and look forward to another year of partnership in helping children, youth and families heal, grow and thrive.

Sincerely,

AC

Stacey R. Roth, LCSW President and Chief Executive Officer





Hillsides, with its affiliate **Bienvenidos, served** over 14,000 children, youth, and families.

Residential Treatment Services 282 **Hillsides and Bienvenidos Family Resource Centers** 12,017

Bienvenidos Foster Care and Adoption 1,600

Youth Moving On 535

Hillsides **Education Center** 252

Bienvenidos Foster Care and Adoption

Bienvenidos' Resource Family Recruitment Campaign Helps to Create Lasting Change

Home-based family care, formerly known as foster care, is an opportunity to provide children who have experienced trauma, abuse, and neglect a place to call home. Bienvenidos, an affiliate of Hillsides, provides these services to children from newborn to 21 years old.

"When children are given a place to call home, with people they can call their family, they are able to heal and begin to thrive," explained Cindy Macias, LMFT, Division Chief of Bienvenidos Foster Care and Adoption.

The pandemic has been a unique challenge for Hillsides' Bienvenidos program. Like society at large, resource (foster) families have been experiencing job losses and financial hardships, resulting in a significant decrease in the number of approved resource families who can house a child in need.

To help fill this gap, increased recruitment efforts for new resource families have begun. With a coordinated social media campaign titled, **#CreateLastingChange**, the campaign features actual resource families candidly sharing their experiences with fostering children.

Since the start of the recruitment campaign, we have already seen an increase in interested resource families. We have been in awe of the families who have continued to provide caring homes for children and youth through the challenges of the pandemic. We appreciate all these special families who have made or who are willing to make the commitment to foster a child.

For more information on how you or someone you know can become a resource parent, visit Bienvenidos.org.

320 foster children were placed with trained, vetted, loving resource families.

155 foster children and 80 resource families were served daily.

80% of children served by Hillsides remain with the same resource family until they transition to a permanent home and 91% will have two or fewer placements.

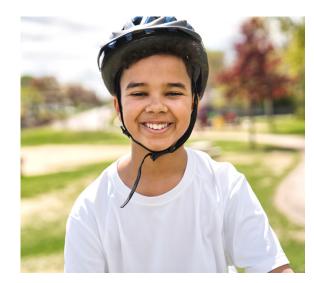


Hillsides and Bienvenidos Family Resource Centers

Finding Meaning in Life

16-year-old Joseph came to Hillsides angry, depressed, and hopeless about the future. He struggled in all areas of his life and help did not seem possible.

He expressed frustration, depression and anxiety at the same time, all the time. His mom said he was cutting himself, being aggressive to himself, and he was going down fast.



Joseph and his mom received services at one of Hillsides Family Resource Centers and saw vast improvements. When he came in, Joseph was struggling. He was depressed, filled with anxiety, and felt hopeless. It took quite a long time for him to open up.

After a year of counseling, Joseph has the skills and tools he needed to be successful. He is now freely expressing his feelings and he understands his mental health. Joseph said that with the support of Hillsides, change is possible, even in incredibly low points in life. 300 families gained the skills to safely remain together through the Family Preservation program.

Hillsides therapists' capacity increased, serving 21% more clients last year, due to telehealth services during <u>COVID.</u>



Youth Moving On

Beating the Odds

Myles had little hope for the future when he walked through the doors of Hillsides Youth Moving On program.

At 14 years old, both of his parents passed away within 3 months. While trying to deal with his loss, he went completely numb. A week after his father's death, he was placed in the foster care system and struggled for four years. Tragically, Myles became homeless at the age of 18. After two years of homelessness, he heard about Hillsides Youth Moving On program.

Myles said it was one of the best days of his whole life. When he walked into his new apartment at Hillsides, and was able to get healthy food, he took the biggest, deepest breath he had ever taken. He was getting his life on track. He still gets butterflies when he thinks about it.

Hillsides provided housing for Myles in the Youth Moving On apartment complex, where he attended therapy, as well as learned life skills training and workforce development. He landed a job in his first week.

Myles graduated from Hillsides' housing program after two years, got his own place and achieved true independence. Recently, he was hired as Youth Advocate for the Center and is very happy to help others that have experienced many of the same challenges that he has.

Myles eventually intends to attend school to obtain a master's degree in social work. Without the help of Hillsides, he said he would not be where he is today. Because of what he learned at Hillsides, Myles says he is emotionally, physically, and financially sound.

The Peer Resource Center provided 423 workforce development services to transitional age youth.

Conducted peer outreach with 704 unhoused transitional age youth.

Housed 25 former foster youth in YMO's Transitional Housing program.

Placed 22 interns through the Student Work Program.



Residential Treatment Services

Robert's Story – From Extremely Aggressive Behavior to Healing and Independence

The mental health of our clients is often directly tied to traumatic experiences such as physical, sexual abuse or neglect, and 40% are in foster care. The mere removal from one's home is a severe trauma, which the majority of our clients have experienced.

Hillsides Residential Treatment Services provides a safe and stable environment in a short-term, residential therapeutic setting for children and youth who cannot live at home, who have suffered trauma and who present with severe emotional, psychological, and behavioral challenges requiring specialized care and treatment.

For example, Robert came to Hillsides with post-traumatic stress disorder and with profoundly serious behavior issues, including aggression towards others, which prevented him from being successful in a home setting. Robert's mother passed away when he was young, and his father is serving a 25-year life sentence for child abuse.

When Robert first came into the program, he was showing frequent verbal and physical aggression towards his peers and our staff members. Robert had a lot of hopelessness and feelings of fear and worry about his future.

Robert had attempted to run away a couple of months after starting our program and went to a local bridge with the intent to end his life. With the support of the Hillsides team, local law enforcement, and a crisis response team, we were able to get him to a place of safety. After this incident, there was a layer of trust between Robert and his team and that led to more buy-in for treatment.

Within a trauma-informed therapeutic environment, he participated in group, individual and family therapy. Additional program activities included visual art, music, poetry, and screenwriting workshops, providing Robert with new, powerful ways to process and express his feelings.

Robert quickly made noteworthy progress, reducing aggressive behavioral episodes and was able to discharge from the program in just three months, ready to continue his treatment in an outpatient setting. Robert found out a month after his suicide attempt he could graduate on time!

Prior to discharge, he worked with his team on intensive care coordination and links to the community to help heal and gain independence. He has maintained contact with our team, continuing in an after-care capacity.

Since leaving Hillside's Residential Treatment Program, Robert has completed all his high school credits and has a part-time job!

Residential Treatment Services provided 24-hour acute care in a trauma-informed care setting to 90 children with severe behavioral health disorders.

Most residential clients are referred by the Department of Mental Health and up to 50% must be placed on suicide watch upon admission.

> The mental health of clients is tied to traumatic experiences such as domestic violence or neglect, and approximately 40% are in foster care.



Hillsides Education Center

Hillsides Education Center Pivots to Distant Learning Model

The safety and health of students attending Hillsides Education Center is always the agency's highest priority. As a result of the COVID-19 pandemic, as well as guidance from the CDC and the Los Angeles County Department of Public Health, Hillsides Education Center switched to a distance-learning model for the 2020-2021 school year.

A therapeutic residential and day school, the school focuses on individualized education for students with social-emotional, learning and/or behavior disorders. Committed, compassionate teachers help students K-12 refocus their energies and achieve academic success through small classes, personalized attention, and progressive lesson plans.

Teachers posted lessons and coursework on Google Classrooms daily. In addition, families were provided access to a variety of online learning platforms and other supplemental materials. For those who preferred to complete hard copy homework, packets were prepared and sent home weekly. In addition, for class projects that required physical materials, prepared kits were sent to the student's home.

Laptops were provided on loan for students and were picked up via drive-through on campus. Where transportation was a barrier, laptops were delivered to students' homes. At the beginning of the school year, care packages were also provided for students and their families, including masks and hand sanitizers. In addition, daily sack lunches were provided for all students, and were available via drive-through on campus.

The mental health needs of Hillsides Education Center's students were also deeply considered. School counselors provided individual and group counseling through telehealth platforms. Therapists had established times for communication with parents and caregivers, answering questions and providing support on a weekly basis.

CEO Stacey Roth commented, "I was amazed at the resilience of our entire staff. They quickly switched our education model with compassion and grace. Our students were the true heroes. They stayed committed to their education, even though it was a once-in-a-lifetime occurrence. I am so proud of everyone."

84 students were enrolled in HEC for the 2020-2021 school year

2 students graduated in May 2021, virtually joined by their friends and family. This is the second time in the school's history that the graduation was held virtually due to the ongoing pandemic.

> HEC welcomed back students for in-person summer school for the month of June 2021.



Financial Statement

Revenue and expenses

Figures shown in thousands for the fiscal year beginning July 1, 2020 and ending June 30, 2021

Revenue

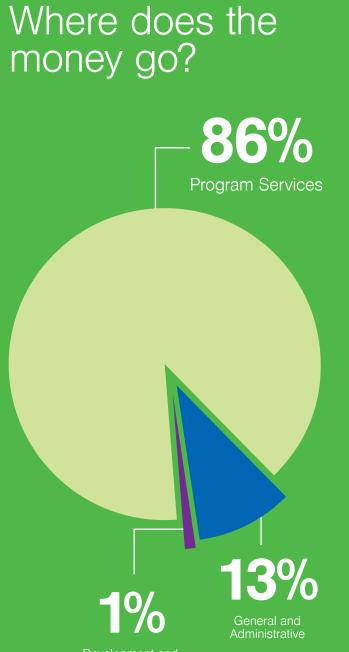
Government Service Contracts	\$	44,064
School program fees	\$	2,370
Contributions ¹	\$	2,633
Other	\$	2,183
Gain or (Loss) on Investments	\$	308
In-kind Contributions	\$	213
Total Revenue	\$	51,771
Expenses		·
Expenses Program Services	\$	45,395
	\$	45,395 6,746
Program Services	- T	,
Program Services General and Administrative	\$	6,746

Balance sheet

Year ending June 30, 2021 (summarized in thousands)

Assets

HOUTO	
Current Assets	\$ 12,369
Investments	\$ 1,482
Fixed Assets	\$ 24,823
Other Non-current	\$ 2,546
Total Assets	\$ 41,220
Liabilities	
Current Liabilities	\$ 7,181
Non-current Liabilities	\$ 12,985
Total Liabilities	\$ 20,166
Net Assets	
Unrestricted	\$ 19,551
Temporarily Restricted	\$ 744
Permanently	\$ 759
Total Net Assets	\$ 21,054
Total Liabilities and Net Assets	\$ 41,220



1. Contributions line item includes \$4,000 in capital campaign contributions for five-year capital campaign.



Board of Directors

Board Officers

Deborah L.S. Booth, Chair Brent M. Mason. First Vice Chair Wendy Lees, Second Vice Chair Liam M. McGuiness, Treasurer Susan Noce, Secretary Jesse A. Cripps, Ex-Officio

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Diversity, Equity and Inclusion Initiative Marks One Year

Hillsides' Diversity, Equity, and Inclusion Initiative (DEI) is a task force comprised of Board Members and Hillsides staff. The group formed a working committee to help bring forth cultural and ethical changes necessary for Hillsides to thrive.

In one year, the committee has made marked gains. Significant accomplishments include:

- DEI philosophies were added to Hillsides policies and clinical excellence guides.
- Recruitment and hiring practices were revamped to remove any biases.
- Supervisor's Practice Guides were established, covering a variety of DEI topics. The guides help to start important conversations and ensures all employees are included in these discussions.
- Surveys were developed and dispersed to clients to gain feedback and perspective on how DEI initiatives are effectively implemented.
- To generate employee empathy at work and in personal lives, Hillsides Heals videos are being created about employees' firsthand experiences with discrimination.

"The Diversity, Equity and Inclusion Committee is committed to creating lasting change within the organization and in our community," said Diana Buehler. "It is vital that we bring cultural and ethical parity for Hillsides to exist and thrive."







Thank you to our donors!

Sometimes the phrase "thank you" cannot begin to show our appreciation for the long-term, selfless commitment Hillsides' key support groups and volunteers have made to further our mission.

Amid the fear and confusion of the pandemic, our volunteers helped to calm our residents with fun activities that they participated in without ever leaving the campus during these early months of the pandemic. Church groups, community groups, high schools, local businesses and individual volunteers continued to give of their time and talents by coming up with creative ways to show their support.

For example, Hillsides Volunteer Network sponsored the Ultimate Video Game Bus for campus residents. The moment the kids hopped on the bus, they entered a fantasy world that fulfilled their every gaming desire.

Another fun activity happened when seven tons of snow were delivered to Hillsides, creating a winter wonderland. Our residents had a blast making snowmen, sledding, and engaging in a friendly snowball fight. Thanks Hillsides Volunteer Network, H100 and Hillsides Guild for making this possible.

Other activities included virtual bingo and yoga, distributing holiday goodie bags, care packages, birthday boxes, even bicycles to clients.

Our first-ever virtual gala, Raising Hope, was held February 2021. Thanks to our devoted Gala Committee and sponsors, more than \$470,000 was raised, and hundreds of supporters tuned in to view the broadcast. Highlights included a welcome message from world-renowned musician Sir Elton John, followed by a fabulous live auction emceed by comedian and retired weathercaster Fritz Coleman.

We would never have been able get through these challenging times the way we did, without you. We are deeply grateful.

Hillsides Guild

Hillsides Guild is a robust volunteer program whose members have supported Hillsides programs since 1987. Membership is open to adults who want to take an active role in improving the lives of our children. To join Hillsides Guild: hillsides.wedid. it/campaigns/3834

Hillsides Volunteer Network (HVN)

Hillsides Volunteer Network started in 1994 to provide an organized and easy way for caring men and women -- and couples -- to sponsor and participate in various outings with the children and to raise funds for Hillsides programs. To join HVN: hillsides.wedid.it/campaigns/3718

H100

H100 is a philanthropic support group aimed at young professionals who will help build the pipeline of Hillsides supporters well into the future. The group hosts the wildly popular Farm to Table dinner every year, as well as several more casual gatherings of members designed to promote awareness of Hillsides and introduce new supporters to the group. To join H100: hillsides.wedid.it/campaigns/3833

How to get involved

Call or email our Community Resource office at 323.254.2274, ext. 11251 or Ikelso@hillsides.org

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