

2022
IMPACT
REPORT



Hillside
185 YEARS OF SERVICE

Proud
History

Bright
Future

Looking Back & Looking Ahead

An annual publication such as this Impact Report always presents an ideal opportunity for reflection on a year of achievement. This 2022 edition looks back even further—all the way to Hillside's founding in 1837—while also considering some of the priorities guiding our agency today, and in the years to come.

Hillside's 185-year legacy is a story of mission-driven evolution. In that time, our programs have changed to meet the needs of the communities we serve. But our innovative spirit, like our dedication to children and families, has never wavered. Those constants allow us to remain Hillside Strong as we help young people find pathways to the stronger futures they deserve.

Your support makes our work possible. On behalf of the entire Hillside community, thank you for your generosity that allows Hillside's programs to touch more lives. We're deeply grateful for your commitment to our mission, and its lasting impact.

We wish you a happy, healthy and safe 2023.



Maria Cristalli
President and CEO



Jill Knittel
Chair, Board of Governors



Hillside's buried time capsule was opened in July for display at our 185th anniversary Summer Celebration, before being replaced in anticipation of our 2037 bicentennial. See more Summer Celebration photos on page 8.

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Hillside's Proud History

Looking back on 185 years of agency milestones, and a Summer Celebration from July that drew congratulations from throughout the community.

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Chair's Award Winner:

Alisa Burke

The 34-year Hillside veteran says she found her "life's purpose" in working with youth.

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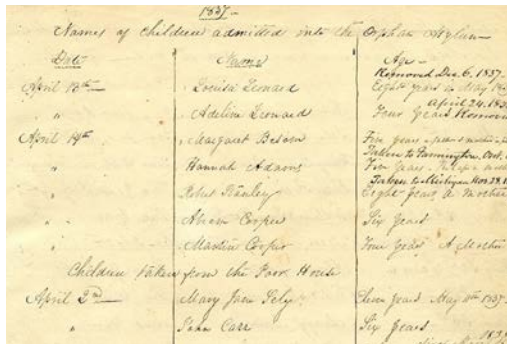
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Accreditations, Licenses & Memberships

Highlights of a 185-Year Legacy

In 2022, Hillside observed an auspicious anniversary: with a 185-year history, our agency is one of the oldest continuously operating child-and-family nonprofits in the United States. So much has changed since our doors first opened in 1837, but Hillside's commitment to innovation has remained constant. Our evolving programs and geographic reach have allowed us to remain at the forefront of essential services to those in need.

1837



The *Rochester Female Association for the Relief of Orphans and Destitute Children* is founded by the Rochester Female Charitable Society. Forty-six children are served in the first year.

1839

Renamed the *Rochester Orphan Asylum*.

1844



Outgrowing its original building, a move is made to a larger facility on *Hubble Park*.

1905

Primary facilities move to 30 acres on Pinnacle Hill on the Rochester/Brighton border. This site is now known as *Hillside's Monroe Campus*.

1921

Renamed *Hillside Home for Children*.

1928



Crestwood Children's Center, in Chili, NY, begins to provide year-round convalescent care and would formally affiliate with Hillside in 1999.

1934

Hillside launches *programs for foster families and youth* in need of those supportive services.



1940

During World War II, Hillside *coordinates placement and care for "Kodakids,"* the refugee children of British employees of Eastman Kodak Company.

1948

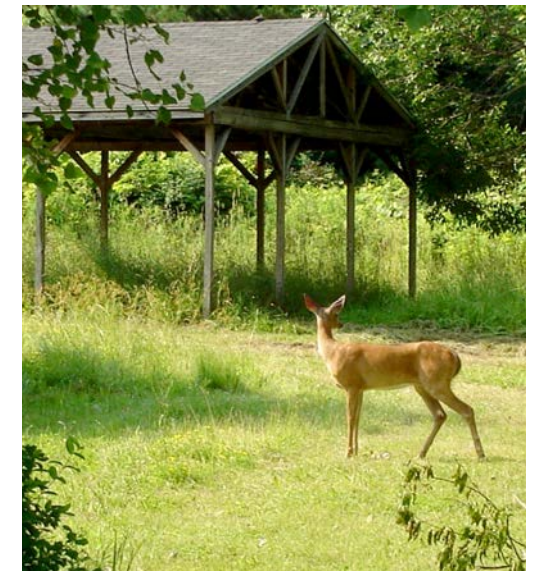
The agency's men's and women's boards are combined, and *Mrs. Marjorie Oddleifson* is elected the first President of Hillside's Board of Managers.

1949



Adelaide Kaiser becomes Hillside's first woman Executive Director. She will serve for 20 years.

1973



240 acres are donated in Henrietta, NY, to be named *Camp Possibilities*, Hillside's day camp property for youth in care.

1988

The first Hillside services are launched in the *Syracuse area*. Our *Central Region* now serves 14 counties and thousands of youth and families.

1992

Hillside opens a community-based office in *Buffalo*, the beginning of programs and services for *Western Region* youth and families in need.



1996

A successful youth-mentoring program, founded by Wegmans in 1987, is entrusted to Hillside and renamed *Hillside Work-Scholarship Connection (HWSC)*.

2005



An affiliation agreement is signed with *Snell Farm Children's Center* in Bath, NY.

2008

Hillside begins a partnership with Cornell University to adopt the research-informed *Children and Residential Experiences (CARE)* model.

2010



Hillside pilots the innovative *Family Finding* approach in developing sustainable supports for disconnected youth.

2014

Hillside launches *Health Home Care Management* services to support the needs of vulnerable Medicaid-eligible adults. A *Children's Health Home* program launches in 2016.

2020



With the arrival of the COVID-19 pandemic, use of HIPAA-compliant *TeleCare technology* tools in Hillside's service delivery increases from 15 visits per week to 300 per day. Demand has remained high post-pandemic.

2022

Hillside *looks to the future* by further integrating technology tools in our services, developing new and enhanced pathways to permanency, and continuing the evolution of our system of care to benefit the changing needs of youth and families.



JOIN US ONLINE New Podcast

A new original podcast series, *Conversations with the CEO*, offers fascinating informed perspectives on our past, present and future. The inaugural episode, "Proud History, Bright Future," is now online. Visit [Hillside.com](https://www.hillside.com) for details on this and future episodes that will explore our work and people.

SUCCESS STORY

A Foster Relationship Becomes a Forever Family

Hillside foster parents understand that their role is often to provide temporary homes for children in need—and schoolteacher **Colleen Dembs** has embraced that idea for years as a foster mom. But when 22-month-old **Aubrey** came to live with Dembs in 2019, it was the first step in a journey that led to a legal adoption and a new chapter in both of their lives.

Read Colleen and Aubrey's story at [Hillside.com/Strong](https://www.hillside.com/Strong).



Proclamations, Memories & Ice Cream

Hillside's actual birthday is February 28, but we waited until July to hold a formal 185th anniversary celebration in more appropriate weather! Many staff, families, elected officials and community partners assembled at our Monroe Campus in Rochester to deliver their congratulations and personal perspectives on Hillside's achievements and impact. We're so grateful to everyone who attended—and to everyone who makes the Hillside vision a reality.



Monroe County Executive Adam Bello, pictured here with Hillside President & CEO Maria Cristalli, was one of many dignitaries, partners and supporters who gathered to wish Hillside the happiest of birthdays at our July Summer Celebration.



An ice cream truck stopped by to present free treats to visitors and youth on campus.



City of Rochester Mayor Malik Evans presented Hillside with a proclamation honoring our commitment to the community.



The University of Rochester Yellowjackets treated visitors to a lively performance.



New York State Senator Samra Brouk and Sheila Poole, Commissioner of the NYS Office of Children and Family Services, pictured here with Maria Cristalli.



'I found my life's purpose' at Hillside

CHAIR'S AWARD WINNER 2022

Alisa Burke

For **Alisa Burke**, family is interwoven into a distinguished Hillside career.

"I started here in 1988, after my brother was hired and he mentioned it to me," Burke recalls. "I started off as a relief worker, and about two months later I applied for a full-time position."

In fact, her journey of service started even earlier: When she was a child, her parents opened their home to youth placed in foster care through Hillside. "Our house was always open to children or families in need. That helped me understand that some kids just need help and support."

Today, Burke is a Unit Manager of the Rise program on the agency's Monroe Campus in Rochester. Her titles and responsibilities have evolved, but her

devotion to the children and families she serves has only deepened with time. That dedication led to her being honored in May with the 2022 Chair's Award, an annual recognition of an employee who represents the highest ideals of service to Hillside's mission.

"It's a great honor," she says. "I've felt that I'm in the right place and I found my life purpose. And I've tried to pass that on to my own children, too."

She recalls the day when she and her daughter were visiting a local mall, and they were approached by a man who said, "Hi, Ms. Burke," and introduced himself. "I knew him right away from when he was in care here," she says, "and he asked, 'Do you remember when you taught me how to comb my hair?'"



Each year at Hillside's Annual Meeting, an employee is selected to receive the Chair's Award for demonstrating an outstanding commitment to the youth and families we serve. Starting this year, each edition of Hillside's Impact Report will profile the winner of that year's award.



SUCCESS STORY

After Residential Treatment, a New Beginning

Someday It Will Get Better, a book of poetry written by 23-year-old **Scarlett Foss**, is dedicated to the Hillside team who provided care and support during the author's two-year stay in residential treatment. "If it wasn't for my staff, I probably wouldn't be alive right now." Foss calls their time at Hillside "a turning point in my life... It was amazing to get the help that I needed."

Today, Scarlett and their husband are training through Hillside to become foster parents to other children in need.

Read Scarlett's story and find a link to their book at [Hillside.com/Strong](https://www.hillside.com/Strong).

MANY PRIORITIES, ONE

Bright Future

Hillside's path forward includes wide-ranging programs and initiatives that are shaping the future of the agency and its role in the communities we serve.

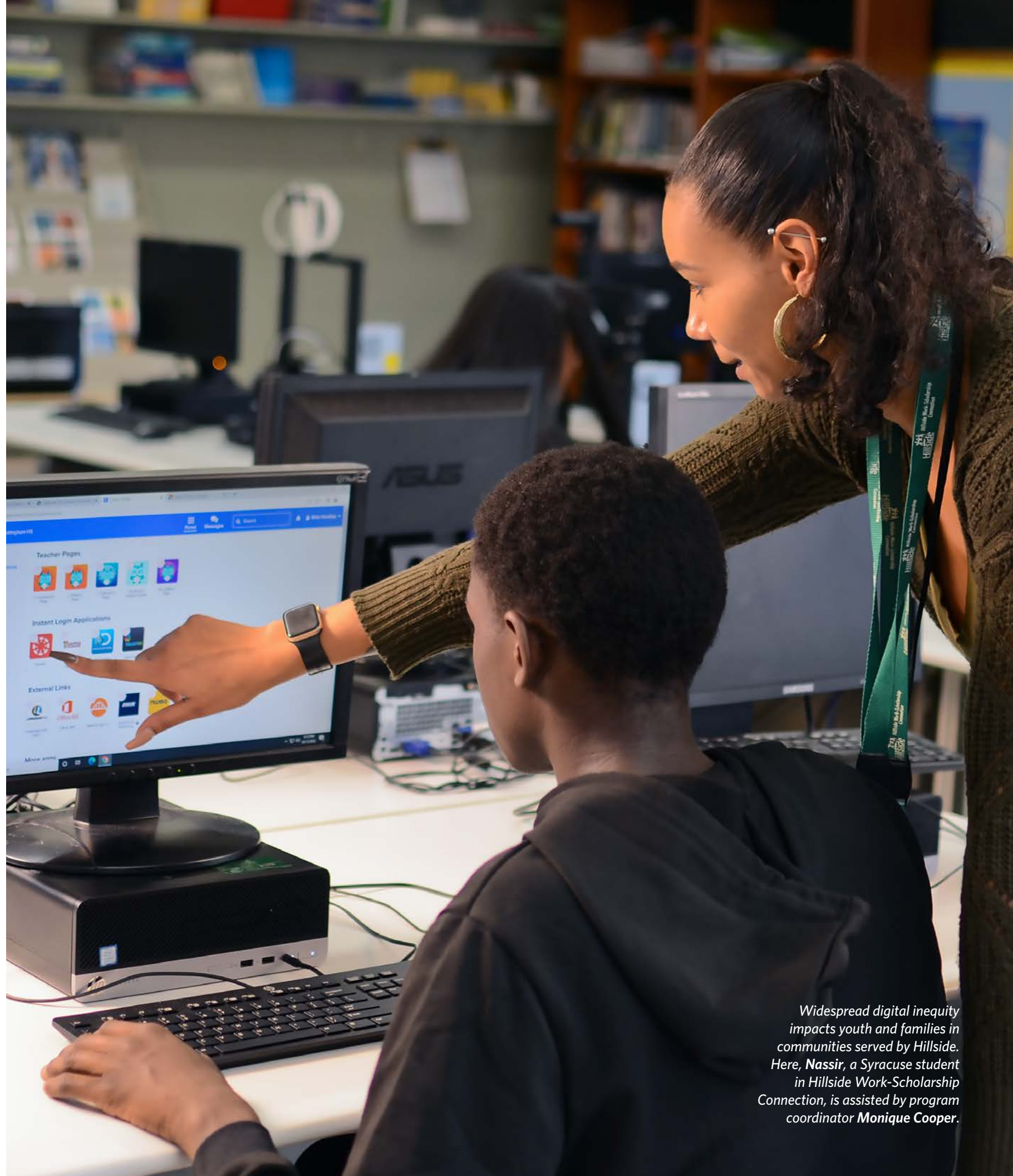
“The needs of youth and families are ever-changing, and Hillside must always grow and develop to meet those needs,” says **Maria Cristalli**, President and Chief Executive Officer. “The willingness to adapt is what has kept Hillside dynamic and strong for 185 years. It’s exciting to consider what the future will bring—and the many ways in which we’re preparing for that future today.”

Three of these priorities are notable not only for their specifics, but also as examples of larger trends that will continue to evolve in the years to come.



Advanced Care, in the Community

The key to **Youth ACT** is right there in its name: Assertive Community Treatment. The latest Hillside program, launched statewide last year by the New York State Office of Mental Health (OMH), provides intensive community-based services to support youth experiencing severe emotional disturbance—while avoiding the need for out-of-home treatment and other higher levels of care.



*Widespread digital inequity impacts youth and families in communities served by Hillside. Here, **Nassir**, a Syracuse student in Hillside Work-Scholarship Connection, is assisted by program coordinator **Monique Cooper**.*

Youth ACT is a significant step in the development of programs that de-emphasize the need for residential treatment in the care of youth in crisis. “There will always be a need for some youth to receive treatment in a residential setting, but Youth ACT is designed to reduce that need,” says **Elizabeth Nolan**, Chief Operating Officer. “It provides many of the same aspects of residential treatment without requiring children to leave their homes and communities. When that’s possible, it’s better for them and for their families.”

“This program has already been a huge success here,” says **Patricia Schaap**, Deputy Director of Community Services with the Department of Mental Health in Cortland County.

Since the program was launched, Schaap says, youth whose emotional and behavioral issues had previously required “many, many” emergency interventions are now working with their families on stabilization in their homes. “To my knowledge they haven’t been back to the emergency room,” she observes.

Hillside is the only New York State provider authorized by OMH to provide Youth ACT services in three regions: Monroe County; Cortland and Chenango counties; and Steuben and Chemung counties.

“Our partnership with Hillside has been invaluable in Cortland County,” Schaap adds. “The team is doing wonderful work.”



The DE&I Commitment

Beyond programmatic changes, a more fundamental shift is also occurring at Hillside. In recent years, initiatives

dedicated to **Diversity, Equity & Inclusion** (DE&I) have enhanced the agency as a service provider, a community partner, and one of New York State’s largest employers.



“These issues can’t be ignored in today’s society,” says **Howard Cotton**, interim Director of DE&I. “They’re deeply relevant to Hillside’s work, and to achieving the best possible outcomes with those we serve.”

Today, Hillside’s regional DE&I committees hold monthly talks on topics including systemic racism, white fragility and how issues of race can impact service delivery. An executive council assesses their recommendations while setting an agency-wide DE&I agenda. Affinity groups meet regularly to share unique perspectives among Hillside’s men and women of color. Trainings from internal leaders and visiting speakers further expand staff awareness of vital issues; and a leadership development program is fostering advancement among employees of color.

External partnerships are another focus. By engaging in regional conferences and seminars and participating in Pride events, staff and leaders strengthen community connections and affirm Hillside’s role as a champion of issues related to DE&I.

Monica Monte, a member of the Hillside Board of Governors and a partner with True Insights Consulting, which advises companies nationally

on DE&I strategies, praises Hillside’s “authentic commitment.”

“They’re putting things into action and ensuring teams feel engaged and empowered, even when that’s not always the simplest path,” Monte says. “Hillside has intentionality. That is essential to achieving results.”

Cristalli notes that Hillside’s DE&I goals are aligned and integrated into Hillside’s strategy. “In partnership with our staff, families and community organizations, we are taking concrete steps to create more equitable futures for those we serve. As an organization, we celebrate our progress and recognize much more needs to be done.”



Bridging the Digital Divide

The COVID-19 pandemic exposed the urgency of a specific form of community-facing inequity—and addressing it, Hillside knew, would require significant community support.



Neonna, a Syracuse student, at the HWSC Solace Campus.

During the worst days of the pandemic, as students everywhere were forced to complete their schoolwork remotely, the lack of digital access in many homes created serious concerns. Nationwide, **digital inequity** disproportionately affects families of color and those who are living in poverty—and Syracuse, where nearly

a quarter of residents have no Internet access, is known to be among the hardest-hit American cities in this issue.

At Hillside Work-Scholarship Connection’s Solace Campus in Syracuse, solutions were needed to support participating youth facing this problem. That need continues today, and a \$25,000 gift from Northwestern Mutual is helping to upgrade the site’s technology infrastructure and significantly increase digital access at that site.

“A huge number of families have no access to technology that’s really necessary today,” says **Paul Dodd**, Managing Partner at Northwestern Mutual. “Helping these families can have a major impact in our community.”

More investment is still needed, and Hillside is pursuing additional partnerships in Syracuse and other communities where this and other problems exist. **Cindy Odom**, Chief Advancement Officer, cites the initiative as an example of the vital role played by philanthropy in making Hillside’s innovative ideas a reality.

“Traditional funding sources just don’t cover investments like this,” Odom says. “We’re grateful to Northwestern Mutual for their support, and we’re eager to develop more partnerships that allow our work to continue.”

Dodd agrees: “More people should know about this issue—it deserves attention from people in a position to help.”



LEARN MORE ONLINE

Visit [Hillside.com/Strong](https://www.hillside.com/Strong) for monthly DE&I updates, regularly updated success stories and other news about Hillside’s evolving services and community impact.

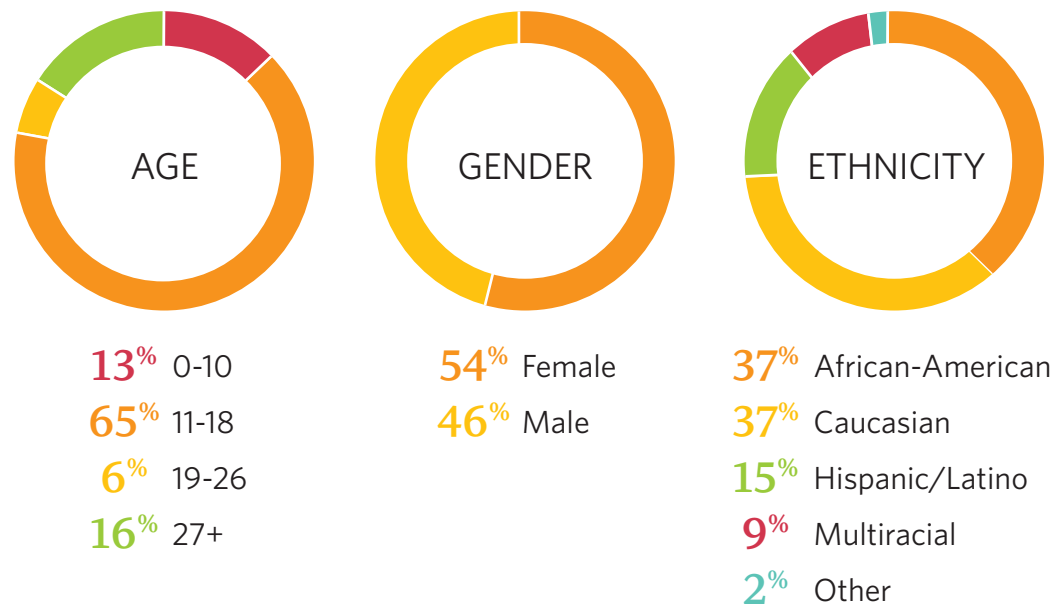
Hillside at a Glance



Visit [Hillside.com/Services](https://www.hillside.com/Services) for more information about any of these services or related programs.

Those We Serve

DEMOGRAPHICS: FISCAL YEAR 2022



YOUTH AND FAMILY OUTCOMES: FISCAL YEAR 2022

At the time of leaving select Hillside programs:



Based on surveys conducted with those served by Hillside:



How We Serve Our Communities

Behavioral Health

Hillside's comprehensive behavioral health services address symptoms related to the complex medical, mental health, substance abuse or social needs of youth and adults.

Crisis Support

Working closely with youth facing imminent risks and their families, Hillside offers connections to safe havens, counseling and life-skills training to help youth find pathways to a confident, hopeful future.

Education and Vocation

Hillside works with families, community partners and school districts to provide individualized services that address broad challenges affecting learning, academic success and graduation.

Family Resources

Through neighborhood- and home-based services, Hillside partners with families to ensure they have the life-enhancing resources to fulfill their potential as guardians, leaders and caregivers.

Foster Care, Kinship & Adoption

Hillside's adoption and therapeutic foster care services connect youth and families with the stability and support needed to give youth the best opportunities for happy, healthy lives.

In-Home and Community Support

From home-based support to juvenile-justice diversion programs, an array of services channel research-informed practices into the lives of the youth and families with whom we partner.

Residential Treatment

For young people facing emotional, behavioral and social challenges, Hillside offers preventive and interventional care along with customized treatment that adapts to each youth's unique life situation.

Regional Profiles

3,827

Total families served in Hillside's Monroe Region**

Monroe Region

Monroe, Ontario, Seneca, Wayne and Yates counties

- 978 Employees
- 3 Day Treatment Sites
- 7 Individual Residential Alternative (IRA) Group Homes (47 beds)
- 2 Residential Campuses: Crestwood Campus in Chili (34 beds) Monroe Campus in Rochester (101 beds)
- 15 HWSC Sites in Monroe County Schools
- 1 Community-Based Team Office

FAMILIES SERVED, BY SERVICE

- 140 Adoption
- 334 Adult Health Homes*
- 501 Children's Health Homes*
 - 2 Customized Services
- 396 Day Treatment Education
 - 50 Developmental Disabilities
- 156 Early Childhood Development
- 457 Family Development
- 88 Family Finding
- 56 Foster Care
- 404 Home- and Community-Based Services
- 200 Residential Treatment
- 1,461 Youth Development

1,239

Total families served in Hillside's Western Region**

Western Region

Erie, Genesee, Livingston, Niagara, Orleans and Wyoming counties

- 184 Employees
- 5 Community-Based Team Offices
- 4 Individual Residential Alternative Group Homes (25 beds)

FAMILIES SERVED, BY SERVICE

- 17 Adoption
- 220 Adult Health Homes*
- 434 Children's Health Homes*
 - 57 Customized Services
- 25 Developmental Disabilities
- 84 Early Childhood Development
- 181 Family Development
- 146 Foster Care
- 306 Home- and Community-Based Services
- 46 Youth Development

535

Total families served in Hillside's Southern Tier Region**

Southern Tier Region

Chautauqua, Cattaraugus, Allegany, Steuben, Chemung and Schuyler counties

- 119 Employees
- 1 Residential Campus: Snell Farm in Bath (28 beds)
- 3 Community-Based Offices

FAMILIES SERVED, BY SERVICE

- 109 Adult Health Homes*
- 191 Children's Health Homes*
 - 2 Customized Services
- 125 Family Development
- 26 Foster Care
- 145 Home- and Community-Based Services
- 39 Residential Treatment
- 12 Youth Development

Prince George's County, Maryland

- 12 Employees
- 12 HWSC Sites in the Prince George's County Public School District

FAMILIES SERVED, BY SERVICE

- 435 Youth Development

3,061

Total families served in Hillside's Central Region**

Central Region

Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Oneida, Onondaga, Oswego, Madison, St. Lawrence, Tioga and Tompkins counties

- 347 Employees
- 1 Community-Based Team Office
- 1 Day Treatment Site
- 1 Residential Campus: Finger Lakes Campus in Auburn (56 beds)
- 17 HWSC Sites in the Syracuse City School District
- 2 HWSC Sites in Binghamton and Union-Endicott School Districts

FAMILIES SERVED, BY SERVICE

- 49 Adoption
- 353 Adult Health Homes*
- 604 Children's Health Homes*
 - 16 Customized Services
- 34 Day Treatment Education
- 33 Family Development
- 82 Family Finding
- 38 Foster Care
- 126 Home- and Community-Based Services
- 128 Residential Treatment
- 1,714 Youth Development

* Health Homes client totals only include actively enrolled children, adults and families.

** Totals may be less than the sum of all service numbers because many families have children enrolled in multiple programs.



Thank You, Donors!

The annual Hillside Golf Tournament, held in June, brought out dozens of enthusiastic players and raised more than \$100,000 for Hillside programs. Our thanks to Presenting Sponsor KeyBank and all our sponsors and participants for making it such a successful—and enjoyable—day of giving!

The following list reflects donors who made gifts to Hillside between July 1, 2021 and June 30, 2022. Your generosity directly supports our mission to help vulnerable youth and families overcome their challenges. With your donations, you make a profound impact in countless lives, every day.

Although we have strived to appropriately recognize our donors, we hope you will report any errors to the Hillside Foundation at (585) 256-7515 to ensure accurate future acknowledgment of your support.

\$100,000+

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SUCCESS STORY

**Meet the HWSC Valedictorians,
 Class of 2022**

Three Hillside Work-Scholarship Connection participants each graduated at the top of their class last year: Syracuse students **Anjana Allay** of Institute of Technology High School and **Chadani Timsina** of Corcoran High School; and **Jael Gibson** of Potomac High School in Prince George's County, Maryland. The youth acknowledged the support they received from HWSC. "Students should want to join Hillside because they help in all areas," Gibson said.

[Read their stories at Hillside.com/Strong.](https://Hillside.com/Strong)

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 Kevin Brzezinski
 Mr. H. Todd Bullard
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 Mr. & Mrs. Robert J. Guerin
 Mr. Samuel A. Halaby, Jr.
 Ms. Therese A. Hiller
 Mr. & Mrs. David W. Jacobs
 Mr. Jeffrey M. Jacobs &
 Ms. Caroline M. Thomas
 Mr. & Mrs. Steven Jacobs
 Nina B. Klionsky
 Mr. Timothy M. Kreuzer

Dr. & Mrs. Gerald W. LaMarsh
 Joy Landauer & Stephen T. Hoysic
 Mr. & Mrs. Joseph L. Leavens
 David & Amy Lippitt
 Katherine Littlefield
 Liverpool Christian Church
 Ms. Nancy D. Lowthian
 Mr. Britton Lui
 Mr. Gilbert K. McCurdy
 Tim & Sally McDevitt
 Bruce & Eleanor McLearn
 Mr. & Mrs. Jon B. McNally
 Mike Mendick & Diane O'Hara Mendick
 Mr. Jack Mineo
 Monroe County Deputy
 Sheriff's Association
 Mr. & Mrs. Thomas J. Mooney
 Mr. Scott Morabito
 Mark Muthig
 Mrs. Melvin B. Neisner
 Doren Norfleet
 Mrs. Virginia S. Pacala
 Ms. Brenda L. Pacheco & Mr. Daniel Burk
 Mr. & Mrs. Eric R. Pankow
 Mr. & Mrs. Kevin Pickhardt
 Terry Platt, Ph.D.
 Mr. & Mrs. Howard L. Prince
 Les Quigley Youth Camping Fund
 Mr. & Mrs. Jay J. Rachfal
 Hon. & Mrs. Thomas S. Richards
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 Mr. & Mrs. Milford D. Rindfleisch
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 Steve & Kathleen Schmitt
 Mr. & Ms. David Sewhuk
 Ms. Janet Silver, Esq.
 Mrs. Janice E. Silver
 Mr. & Mrs. Michael J. Slovak
 Mr. & Mrs. Theodore F. Spall, Jr.
 Denise Stokes
 Mr. Seth Taylor
 The New York Bar Foundation
 Town of Pittsford Employees
 Ms. Lisa J. Tucker
 Craig Vergils
 Mr. Philip K. Wehrheim

THE IMPACT OF COMMUNITY PARTNERSHIPS

Days of Caring & Volunteer Spirit

The United Way is an invaluable partner in Hillside's work, and two 2022 events tied to the United Way Day of Caring demonstrated the impact of that partnership.

On May 19, volunteers from the Rochester offices of **Paychex** assembled at Hillside's Camp Possibilities site in Henrietta for a day of roll-up-your-sleeves "summer readiness" activities to help prepare the Camp for a season of day-camp programming.

On August 4, employees from **Equitable** came to Hillside's Solace Campus—our Syracuse headquarters for Hillside Work-Scholarship Connection programs—to provide a day of volunteer labor on painting, gardening and other beautification projects.

We're so grateful to Paychex and Equitable for their time and talent. And many thanks to the United Way of Greater Rochester and the Finger Lakes, and the United Way of Central New York, for their support!





Children need places for healthy, age-appropriate play. We're so grateful to the **Theodore and Cashmere M. Mendick Foundation**, whose generous gift brought a new playground to Hillside's Crestwood Campus in Chili for younger children in grades K-4. Pictured from left: **Anne Komanecky**, Hillside Board member; **Marie Gullo**, Residential Program Manager; **Mike and Diane Mendick**, representing the Mendick Foundation; and Crestwood Principal **Stephanie Ciccone**.

Irene and Alan Weinberg Fund
Mr. & Mrs. John Weisberg
Mrs. Marie (Mimi) Whitbeck*
Dr. & Mrs. Jochen Woicke

\$250+

Ms. Maya Abtahian
Ms. Annette S. Aiosa
Mr. Christopher T. Asbury
Mr. Andrew Baker
Mr. & Mrs. Keith W. Baker
Mr. Howard B. Beckman & Ms. Ellen M. Leopold
Michelle & Larry Belge
Mrs. M. Geraldine Biddle Moore & Mr. James C. Moore
Ms. Lauren Bloch
Mr. Bryan Bond
Mr. & Mrs. Simon Braitman
Miss Jennifer D. Brown
Mrs. Barbara H. Bruning
Mr. William A. Bulger
Mr. Harlan D. Calkins
Mr. & Mrs. Gerard B. Callan
Mel & Joe Callan

Mr. Christopher J. Casement
Mr. & Mrs. Christopher M. Clark
Mr. & Mrs. Alfred Clark
Classic Automation
Noah Cole
Mr. Peter W. Collinge & Ms. Carol A. Thiel
Ms. Susan Contois
Mr. & Mrs. Joseph E. Coon
Crossbridge Financial Group of CNY
Mr. & Mrs. John Curran
Cynthia H. Little Endowment Fund
Deloitte
Ms. Violetta Diclemente
Ms. Dianne M. Edgar
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Theresa Gardner
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Christian Golofaro
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Mr. & Mrs. Timothy J. Hassett
Mr. & Mrs. Donald Hausner
Ann & John Hayslip
Mr. & Mrs. Preston T. Henderson
Jamie Henry
Mr. Nestor Hernandez
HIGHPOWER Validation Testing & Lab Services
Hilton Parma VFW Auxiliary No. 6105
Mr. & Mrs. Albert S. Hinkle, II
Ms. Jacqueline B. Holdren
Mrs. Leah Illingworth
Mr. & Mrs. Jerome P. Infantino
Melissa Jadlos
Mr. David Jones
Ms. Wendy L. Kavanagh
Ms. Linda B. Kelly
Mr. & Mrs. Robert T. Kimbrough, Jr.
Mrs. Marian S. Lanski
Ms. Stephanie Lazzar
Mr. & Mrs. Bruce A. Leonard
Mrs. Kathy Lindahl
Bill Litteer
Ms. Janet Loebach
Mr. & Mrs. Patrick L. Love
Mr. & Mrs. Lawrence Lovejoy
Sarah Lunn
Mr. & Mrs. Charles E. Maginness
J. Kemper Matt, Jr.
Ms. Kristina Hutch Matthews
Karen & Mark McDermott
Molly McGowan
Mr. & Mrs. Augustin Melendez
Mr. & Mrs. Andrew J. Meloni
Mr. Michael Messenger
Jennifer Mettler
Mr. Jim Mietus
Ms. Dianne Miller
Mr. Vincent Milliken
Ms. Tara Minor
Alex Mona
Mr. Otto Muller-Girard
Mr. & Mrs. Thomas R. Myers
Mr. & Mrs. Robert G. Nazzaro
Mr. & Mrs. Kent S. Nelson
Megan O'Gara
Omega Psi Phi, Theta Omicron Chapter

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Ms. Maria Patru
Mr. & Mrs. Phillip J. Pfluke
Nicole Philip
Pipitone Enterprises, LLC
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Mr. John Reid
Mr. & Mrs. Timothy Rich
Anthony Sagona
Ms. Susan Salzman
Mr. Anthony Scalise
Mr. & Mrs. James Schell
Eric Schmalzbauer
Ms. Karen Schuhle-Williams
Mr. Stephen Sercu
Mrs. Karen Serinis
Sherman Construction
Mr. Harvey Simmons
Ms. Ginger Sorensen
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TruAgent Real Estate
UPS - Syracuse Hub
Mr. Erich Van Dussen
Mr. Neil E. Vokes
Mr. Bennett Washburn
Mr. Chris Weglarz
Jessica Welsh
Mr. James A. Whalen
Ms. Deborah B. White
Widows Sons Grand Chapter,
The Kings Guard, Inc
Dr. Clarissa Wood
Mr. Bret Woz & Family
Mr. & Mrs. Donald A. Zrebiec

Up to \$250

Every gift to Hillside makes a difference. We deeply appreciate our community of 958 Hillside donors who each gifted up to \$250 for a collective impact of more than \$69,000.

*Deceased

Pinnacle Society

Our Pinnacle Society honors those individuals and families who have informed us of their planned gifts to Hillside. These acts of generosity create a lasting legacy that helps to ensure Hillside's partnerships with youth and families for generations to come.

If you have included Hillside in your estate planning and are not mentioned in this listing, please contact Meghan Callan at mcallan@hillside.com or (585) 256-7513 so that we may properly acknowledge your support.

Anonymous (14)
Richard J.* & Elizabeth J. Alexander*
Ross Anderson*
Burton S. August^{o*}
Jan L. August
Robert & Amy August
Diane C. Bahr
Rachel Baker
John & Jeanne Barry*
Bruce B. Bates^{o*}
Geraldine Biddle Moore
David C. Bills
Mrs. William H. Bly*
Beverly Bowen*
Susan F. Buse^o
Paul Callaway*
Betsy & John Carver
Diane & John Caselli
Nancy L. Castro
Ernestine White Murray Chandler*
Derek & Janice Chapman*
Sarah S. Clapp*
David L. Cleary*
Mr. & Mrs. Clyde Comstock^o
Barbara J. Conradt
Amy L. Cosgrove*
Lawrence Crawford
Maria Cristalli
Frances M. Dalbey*
Richard H. & Virginia C. Eisenhart^{o*}
James S. Ely Jr.* & Michele Ely*
Anne M. & Sherman Farnham
Harold S.* & Joan Feinbloom^o
Margaret Cass Ferber
Philip & Marcia Fishbach
Jack & Suzy Fitzgerald

Jonathan D. Foster
Louise S. Geiser*
Fred H. Gordon, Jr.*
Georgia P. Gosnell* in remembrance
of Kate Louise Trahey
Henrietta S. Hammond*
Richard L. and Marilyn Hare*
Mrs. Barbara H. Hargrave^{o*}
Ann Hayslip
Preston Henderson
A. Thomas Hildebrandt
Austin E. Hildebrandt*
J. Lawrence Hill, Jr.*
Robert C. Horton*
Samuel T. Hubbard*
Mr. Alan* and Mrs. Elizabeth Illig^o
Robert M.* & Ruth E. Johnson*
Francis D. Jung^{o*}
Louise H. Klinke*
Dr. & Mrs. Gerald W. LaMarsh
Harry H. Lang, Jr.^{o*}
Fred Lawrence*
T.C. Lewis
Zalie & Bob Linn
Lawrence & Cynthia Lovejoy
Arthur E. Lowenthal^{o*}
Mary C. Lyon*
Katherine E. MacKerchar*
Nancy S. Mangan*
Jeff & Linda Mapstone
Mr. Jeffrey Martin
Mr. & Mrs. Myles McHale, Jr.^o
Dr. & Mrs.* Robert S. Menchel^o
Thelma D. Mertz*
Florence M. Muller^{o*}
Ann Mowris Mulligan^{o*}

Mary S. Mulligan*
T.S. Newell III*
Jenny C. Overeynder
Margaret R. Paaschen*
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John & Dawn Piccirilli
Angela B. Pichichero
Patricia Prince^{o*}
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Mary Ann Ritzenthaler*
Suzanne R. Robinson
Troy & Torri Robinson
Diane Rathjen-Rock*
Lucia R. Root*
Robert & Jeanne Sandholzer
Janet S. Sarr^{o*}
Elizabeth Schenk
Dr. & Mrs. W. Winslow Schrank
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Jane W. Steinhausen^o
Mr. & Mrs. David J. Stoddard
Kate Louise Trahey*
Mrs. Mary G. Tuthill*
R. Marsden Tuthill*
Marjorie Van Demark*
David A. Vasile^o
Barbara Schmucker Whittemore
John E. Wise

^oCharter Member
*Deceased



Spreading Holiday Joy for Over 40 Years!

For more than 40 years, Hillside's Special Santa program has brought smiles to the faces of thousands of children and families served by Hillside. The 2022 season saw a return to community donation boxes in addition to the online giving that was necessary during the COVID-19 pandemic. And like every year, the success of the program was made possible by widespread community support—including from KeyBank, our presenting sponsor for this year's Special Santa and Golf Tournament efforts. **Hillside thanks all our sponsors and donors—including you!**

Financial Performance

Program Impact

JULY 1, 2021 THROUGH JUNE 30, 2022

SERVICES	REVENUES	FAMILIES SERVED
Adoption	\$52,003	206
Adult Health Homes	\$2,483,702	1,015**
Children's Health Homes	\$7,681,972	1,749**
Customized Services	\$169,029	77
Day Treatment Education	\$15,395,508	432
Developmental Disabilities	\$14,805,905	75
Early Childhood Development	\$329,838	240
Family Development	\$4,251,552	803
Family Finding	\$1,249,660	170
Foster Care	\$7,184,206	289
Home- and Community-Based Services	\$3,540,605	986
Residential Treatment/Education	\$48,857,229	358
Youth Development	\$9,517,577	3,671
Total Services	\$115,518,786	
Philanthropy and Other	\$7,476,759*	
Total Revenue	\$122,995,545	



Hillside Fiscal Year 2021 Report

Operating Report YEAR ENDED JUNE 30, 2022

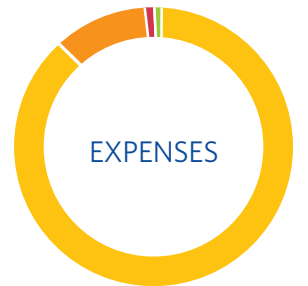
OPERATING REVENUES

Reimbursement from Government Agencies (fees for service)	\$118,227,033	96%
United Way	\$760,806	1%
Public Support	\$2,159,911	2%
Other Revenue	\$1,847,795	1%
Total Operating Revenues	\$122,995,545	



OPERATING EXPENSES

Services	\$107,470,848	87%
Management and General	\$13,165,179	11%
Fundraising	\$1,020,095	1%
Grants and Other	\$1,309,689	1%
Total Operating Expenses	\$122,965,811	



Summarized Consolidated Balance Sheet

AT JUNE 30, 2022

Cash and Investments	\$ 33,271,696
Accounts Receivable	\$22,357,405
Property	\$42,442,161
Other	\$6,479,938
Total Assets	\$104,551,200
Liabilities	\$59,309,987
Net Assets	\$54,713,416
Total Liabilities and Assets	\$104,551,200

* Philanthropy and other revenues support services across regions above and beyond amounts presented.

** Health Homes client totals only include actively enrolled children, adults and families.

*** Totals are less than the sum of all service numbers because many families have children enrolled in multiple programs.

Board Members & Regional Advisors

Hillside Board of Governors

Our Board members provide essential governance and input, informed by years of experience in leadership and community advocacy. We deeply appreciate their dedicated service.

OFFICERS

Jill Knittel, *Chair*
James C. Haefner, *Vice Chair*
Christopher B. Eckert, *Treasurer*
Monica L. Monte, *Secretary*
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Marlowe V.N. Washington, DMin, EdD
Edward White

GOVERNORS EMERITI

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GOVERNORS

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Portia Y. James
Anne L. Komanecky
Richard C. Notargiacomo

Hillside Foundation Board of Trustees

OFFICERS

Monica Monte, *Chair & Treasurer*
Jill Knittel, *Vice Chair*
Maria Cristalli, *Secretary*

Regional Advisory Councils

Hillside's Regional Advisory Councils provide guidance that helps our agency remain responsive to the diverse needs of the communities we serve. Their partnership strengthens our services and impact.

GREATER BATH, NEW YORK

Jennifer Bigelow
Brooke Bradt
Deborah Daum
Lynette Greene
Thomas Khork
Tracey McCaughey
John McNelis
Jo Slovak
Teresa Stever
David Sutton

BINGHAMTON, NEW YORK

Tracey Fish
Melissa Hardesty
Suzanne McLeod
Elizabeth Warneck

PRINCE GEORGE'S COUNTY, MARYLAND

Kirk Blackman
Verlinda Darden
Henry Davis
Ayana Douglas
Howard Stone, Jr.

SYRACUSE, NEW YORK

Jaime Alicea
Maritza Alvarado, MD
Tim McDevitt
Lisa Mondello
Pamela Odom
Virginia Biesiada O'Neill
Jonathan Stadin
Denise Valdés

Leadership

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President & Chief Executive Officer

Elizabeth Nolan
Chief Operating Officer

Cindy Odom
Chief Advancement Officer

Christopher Peterson
Chief Financial Officer

Darlene Ryan
Chief Performance Officer

Vice Presidents & Executive Directors

Ann Cott
Executive Director, Health Care Services & Integration Services

David Fluellen
Vice President, Residential Treatment Services

Roderick Green
Executive Director, Hillside Work-Scholarship Connection

Nestor Hernandez
Vice President, Community-Based Services & Developmental Opportunity Services

Colleen Hill
Executive Director, Education

Saluting Our Employees



JOIN OUR TEAM

The Hillside family is always growing, and new members are always welcome. To learn about career opportunities with our agency—for you or a friend or loved one—please visit [Hillside.com/Careers](https://www.hillside.com/Careers).

Hillside’s mission is made possible by the contributions of our highly skilled and deeply dedicated staff, whose commitment to their work is second to none. At two dozen Hillside sites last fall, a series of Employee Appreciation events featured food, giveaways and grand prizes to express Hillside’s the thanks of a grateful community for all they do—every day.



Accreditations

Council on Accreditation
Standards for Excellence Institute

Licenses

New York State Department of Health
New York State Education Department
New York State Office of Children and Family Services
New York State Office of Mental Health
New York State Office for People with Developmental Disabilities

Memberships

Adoptive and Foster Family Coalition of New York
Business Council of New York State
Catalogue for Philanthropy
Children’s Health Home of Upstate New York
Council of Agency Executives, Rochester
Council of Family and Child Caring Agencies
Developmental Disabilities Alliance of Western New York
Early Childhood Development Initiative — Rochester/Monroe County
Families Together in New York State

Greater Rochester Chamber of Commerce
Greater Rochester Health Home Network
Greater Rochester Quality Council
Health Homes of Upstate New York
Human Services Leadership Council
Maryland Nonprofits
New York State Association of Training and Employment Professionals
New York State Coalition for Children’s Behavioral Health
New York State Coalition of 853 Schools
Nonprofit Prince George’s County
North American Council for Adoptive Children
Parents as Teachers National
Person-Centered Services of Western New York
Prince George’s County American Job Center Community Network
Prince George’s County Chamber of Commerce
Social Current
St. Joseph’s Care Coordination Network Health Homes
United Way of Buffalo and Erie County
United Way of Central New York
United Way of Cayuga County
United Way of Greater Rochester
Washington Regional Association of Grantmakers

SUCCESS STORY

Buffalo HWSC Grad Moves Forward, and Gives Back



A branch trainee at M&T Bank in Buffalo, **Mohamed Maalim** is no stranger to hard work—and his pathway to professional success began South Park High School, where he graduated in 2017 with support from Hillside Work-Scholarship Connection. He also volunteers with refugees in the community he’s called home since he emigrated from Somalia. “I want to give them the same opportunities I had.”

[Read Mohamed’s story at Hillside.com/Strong.](https://www.hillside.com/Strong)



MISSION | *what we do*

Hillside provides community-based services, education, and residential treatment to positively impact lives, in partnership with youth and families who have experienced trauma.

VISION | *the impact of our work*

Youth and families overcoming challenges to heal and thrive in their communities.

VALUES | *how we approach our work*

Caring: Hillside builds a culture of trust and support by focusing on the wellness and resiliency of our staff, and the youth and families we serve.

Inclusion: Hillside believes all people should be accepted for who they are, have a voice, and be listened to and valued while striving for equity, trust, and belonging.

Excellence: Hillside utilizes high-quality, evidence-based/informed practices, seeks input from employees, and strives for continuous improvement in order to achieve the best possible results and outcomes.

COMMITMENT TO DIVERSITY, EQUITY & INCLUSION

Hillside creates an inclusive environment where we leverage our diversity to build a strong, equitable community.

Hillside.com

