

HILLCROFT MISSION

To provide innovative services and supports for People with disabilities and their families, resulting in extraordinary differences in People's lives.

HILLCROFT VALUES

We are all "Gardeners." In order to be amazing gardeners for Hillcroft, we must all be:

HILLCROFT HELPS
PEOPLE WITH DISABILITIES...
WITH LIVING, WITH JOBS,
WITH INDEPENDENCE.

DEVOTED

- Commit daily to the long term (harvest)
- Adapt to change in all environments/seasons

SUPPORTIVE

- Cultivate continual growth through providing tools and encouragement
- See the potential in all situations and people

POSITIVE

- Focus on strengths (plants) not weaknesses (weeds)
- Smile (sunshine)

A MESSAGE FROM THE PRESIDENT & CEO

Dear Friends of Hillcroft,

We did it! The most visible accomplishment of Hillcroft Services this past year was to complete the 85,000 square foot facility located at 501 West Air Park Drive in Muncie, Indiana which was a monumental triumph for this agency and those it serves.

However, very important but perhaps less noticeable accomplishments were being realized daily by individuals who earned a paycheck from Hillcroft Industries, who experienced an increase in their quality of life, who became employed in a community job, who learned how to play a musical instrument or sing, who created a work of art, who moved into new homes, who learned how to access their community, who overcame personal adversity and who accomplished new goals they had set for themselves. These achievements, facilitated by our outstanding staff, and supported by our constituents including funders, donors, community partners and families, are true measures of success.

Fiscal year 2019 was a productive year that was punctuated by successes such as: an average of 82% of clients achieved goals they had set for themselves; 659 individuals were provided multiple services; 99% of individuals reported an overall satisfaction with services received; the ABA Clinic became Medicaid eligible for services; the agency received the Chairman's Award from the Muncie-Delaware County Chamber of Commerce and Hillcroft received its seventh 3-year accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities). This is the highest certification possible through this state mandated process from a national accrediting body. This is only a fraction of what took place this past year and next year looks to be just as impactful.

For any organism or entity, one of the most reliable signs of life is activity; the best measure of its health is the level of activity observed. A review of this past year clearly reveals Hillcroft is not merely alive, it is thriving; programming is not merely keeping step, it's setting the pace; staff is not merely meeting standards, but raising the bar; clients are not merely receiving services, they're exploring opportunities and realizing dreams. We thank you for your contributions and partnerships which made them possible.



DEBBIE BENNETT
PRESIDENT & CEO

Debbie Bennett, President & CEO

MICHAEL COLLINS

Meet Michael. In July 2017, a little over two years ago, Michael joined the Hillcroft family. Charlene, his sister, became his primary caregiver when their mother was making the transition into a nursing home facility. Shortly after, Charlene reached out to Hillcroft Services in hopes of giving Michael a better life.

Michael quickly enrolled into our residential program, where based upon his needs he was able to move into one of our 24-hour supported living sites and was provided with a Behavioral Specialist. Since then Michael has picked up Music Therapy and also attends day-programming.

Marsha, Michael's Behavior Specialist, describes Michael as a fun-loving guy.

Despite being non-verbal, Michael still manages to communicate through other forms, like dancing and spinning around when he is happy. He has even found a way to interact with his peers, and enjoys playing little pranks on his housemates. Marsha says Michael has the sweetest laugh.

Michael has made tremendous progress in the short amount of time he's been with Hillcroft. He has been working with his staff to overcome his fear of entering new environments. Marsha is able to help support him by taking him into different environments such as community events, and local shops. Recently, Michael went to Shoe Carnival to get a new pair of shoes. With the help of his Behavioral Specialist and staff he was able to overcome his fear!

Michael's sister, Charlene, continues to play an active role in Michael's life. She says, "Hillcroft has been wonderful working with my brother, and I appreciate all they do for him. I have noticed Michael listens better to people, has a tremendous calmness to himself, and is happier in his new home. I thank God for everything that has happened to my brother while at Hillcroft and all of those who recognize his achievements both big and small."

FUN FACT: Michael loves rock n' roll and pizza rolls!

RESIDENTIAL SERVICES

Hillcroft's Residential Services provides support to people with disabilities in a variety of settings. Supports include respite care, 24-hour supported and group living sites, and scheduled drop-in services.



Hillcroft's Reliable Transit provides safe and reliable transportation to individuals using Medicaid, Medicaid Waiver, or private pay for destinations including work and medical related appointments.

Hillcroft Industries

Hillcroft Industries, the industrial division of Hillcroft Services, employs nearly 200 adults with disabilities who provide subcontract work for businesses throughout the East Central Indiana region.



Hillcroft's ABA Clinic offers behavioral treatment for children with autism spectrum disorders. Based upon the principles and technology of ABA, Applied Behavioral Analysis, the Hillcroft ABA Clinic provides intensive therapy, individualized academic instruction, and social skills training for children.

EMPLOYMENT SERVICES

Hillcroft's Employment Services program supports individuals with disabilities in achieving greater independence through developing and maintaining skills needed for employment. Employment consultants help participants search for positions, complete applications, rehearse interview skills, and follow up with potential employers.

THERAPY SERVICES

Hillcroft's Therapy Services include Behavior Support Services, Recreational Therapy, Music Therapy, and Creativity Unlimited day programming.

Hillcroft's Therapy Services programming is designed to provide participants with the skills and support needed to improve their own independence and well-being.

Hillcroft Services, Inc. provides residential, employment, and community support services to individuals with disabilities in a ten county area in East Central Indiana.

Hillcroft is focused on creating a culture of strong values, understanding the importance of ethical behavior, and maintaining high quality services to the people we serve.



If you or someone you know could benefit from our services, please contact us at 765-284-4166 or visit hillcroft.org

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51 YEARS LATER...

Imagine having an encounter taking you back over 50 years! It sounds unlikely, but that's exactly what happened when Debra, a Hillcroft client, recognized Sharon, Benefits/Payroll Specialist.

During this chance meeting, the two discovered that back in 1967, they were in the same second grade class together at Westview Elementary.

It all started when Debra was working on greeting skills with her Behavioral Specialist, Genie Rollins. The two were working their way down the hall stopping at each office to practice greeting skills by enlisting the help of staff members. While in the hallway Debra saw Sharon near the end of the hallway. Debra leaned over to Genie and said, "I think that's Sharon." As they continued to make their way to the end of the hall towards the Human Resource Department, Debra was eager to talk with Sharon.

Debra initiated the greeting by saying, "Hi, my name is Debra." Once she heard her name Sharon put two and two together and remembered exactly who Debra was. Sharon said, "I think we went to school together." To confirm her thought, Debra said, "Sharon Ingelhart, oh I liked you... the others not so much."

Speaking with Debra, she told us while she was introducing herself to Sharon and making direct eye contact is when she really knew it was her.

Everything clicked for Sharon once she heard Debra's name. Speaking with Sharon, she was shocked Debra was able to remember her maiden name after all these years. Sharon recalled growing up with Debra; in fact they weren't just classmates, they were friends back in the second grade. The two had a lot in common with both of their fathers having a military background and both being professors at Ball State University.

Sharon said they remained friends all throughout their time in elementary school. It wasn't until 1972 when they attended different junior high schools that the two lost touch with one another. Sharon attributes their reconnection to Hillcroft saying, "If it wasn't for working here at Hillcroft I don't think our paths would have ever crossed."

Now that the two friends have been reacquainted Debra frequently stops by Sharon's desk to see her and to say hi. Sharon says she is glad she gets to see an old friend again! The two are hoping to go out and grab lunch in the near future.



ANNUAL FUND

JULY 1, 2018 -JUNE 30, 2019

\$10,000+

PH Davis Family Fund

\$5,000 - \$9,999

Deltec Solutions
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Navient Foundation
Unified Group Services

\$1,000 - \$4,999

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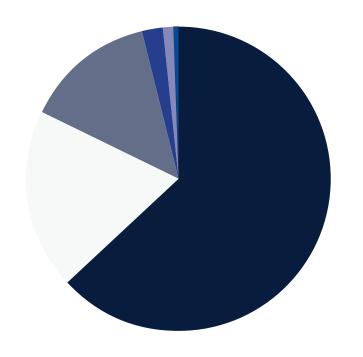
Walmart Wasson Nursery

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FINANCIALS

JULY 1, 2018 - JUNE 30, 2019



WHERE FUNDS COME FROM

REVENUE	
Residential Fees	\$9,052,324
Day Program Fees	\$2,746,913
Contract Income	\$2,017,198
Public Support	\$300,372
Transportation Income	\$174,277
Interest Income	\$30,585
Other Income	\$12,999
Change in Value of Endowments Interest	\$(11,917)

TOTAL REVENUE \$14,322,751













HOW FUNDS ARE USED

EXPENSES	
Residential Services	\$5,093,660
Adult Services	\$2,731,110
Facility-Based Employment	\$2,618,665
Administrative	\$1,890,298
Children's Services	\$1,502,865
Transportation	\$578,186
Fundraising	\$108,416
TOTAL EVDENCEC	¢14 522 200

TOTAL EXPENSES \$14,523,200

