Dear Friends,

As we prepared the 2018-2019 Annual Report, it became clear to us that the year was about strengthening the foundation on which our programs are based so that we were in the best position to withstand the challenges that 2020 would eventually bring. Each of our five core program areas were able to expand services and finely tune their programs to ensure maximum efficiency and impact. We also made great strides in training our staff to deliver services through a Trauma-Informed Care lens that takes into account the myriad ways that trauma has affected our clients and staff.

This report provides a view into not only the services we offer but more importantly the impact that we have on those we serve. The relentless care of therapeutic teams at our Family Resource Centers helps children and their families stay safe and together. The Foster Family and Adoptions services provide safe and loving homes for children separated from their families and serves as a bridge until children can be reunited with their families or enjoy the embrace of an adoptive family. Services offered through the Youth Moving On programs provide an indispensable lifeline to young adults experiencing challenges to reach independence. One of a few special education facilities, Hillsides Education Center, offers not only individualized instruction to students experiencing emotional challenges but also supports their families to assure academic achievement and success. Our flagship program, Residential Treatment Services, continues to evolve and effectively delivers a comprehensive array of services oriented at stabilizing residents at a time of crisis and getting them on the road to family reunification. Each of these programs are driven by our commitment to touch the lives of those we serve in such a way that they heal, grow and thrive.

You can read more about these extraordinary programs throughout the Annual Report. I hope you are as impressed as I am about the progress that Hillsides continues to make across multiple fronts. We could not do this work without you and I know I speak for the staff and board when I thank all of our community partners, donors, and volunteers for your continued support. Together we create lasting change.

Sincerely,

Joseph M. Costa
President and Chief Executive Officer

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
Hillsides, with its affiliate Bienvenidos, served over 17,000 children, youth, and families.
New offices elevate services, expand footprint

We’ve got that shiny new home feeling at Hillsides’ Family Resource Centers. As part of our merger with Bienvenidos Family Resource Centers, we realized that we needed a brand new space to run our various programs out of that could accommodate a growing client base. We found the perfect spot in East Los Angeles at the Telacu community development building, which is much safer and easily accessible than our previous offices that were spread out through Montebello and Los Angeles.

The new location brings the entire spectrum of Family Resource Center services under one roof: community-based mental health, school-based services, Family Preservation, Wraparound services, Project SAFE-LA, and Therapeutic Behavior Services. And it is a much bigger and modern space that is more inviting for clients and allows for community and public county meetings.

“We are proud of our space and have heard from clients that it is brighter and more welcoming,” said Correnda Perkins, the division chief for Community-Based Services. “Staff and clients didn’t feel safe at our old spaces and that has a negative effect on everyone. Morale and continuity of care is huge in terms of having everyone be able to be together within the same space.”

One of the biggest benefits in having the larger space with a community room has been that an array of nonprofits and government entities are using the space for community meetings and trainings, including the Department of Mental Health and the Los Angeles County Civilian Oversight Commission for the Sheriff’s Department. Their in-person presence has meant much more collaboration with Hillsides team members who weren’t typically in regular contact with them, leading to better outcomes for clients.

“When we have people coming from other agencies, staff get invited to those meetings, which helps develop relationships,” Perkins said. “They will ask to meet others. You can see the collaboration happening when folks come to our site. They exchange business cards and strike up conversations.”

Hillsides also opened up a new Family Resource Center in Arcadia that offers mental health, wraparound, and foster care and adoption services. The move to the area expands Hillsides’ presence east of Pasadena and allows us to better reach potential new resource families in Los Angeles County.

“One important outcome of both new offices has been increased staff morale and collaboration because both spaces were designed to create more inviting spaces to work and see clients,” Perkins said.

“We really tried to develop a space where everyone could work and feel welcome,” said Perkins. “Staff are eating together and laughing in the kitchen. It develops their relationships and helps improve morale. We all work better in our roles if we have commonalities and laughter. It becomes a homely type of feel.”
Residential Treatment Services

Horses help promote mental health for youth

Hillsides residential children and youth have been participating in equine therapy with Ken McCall from Mustard Seed Ranch for the past few years at San Pasqual Stables. Equine therapy involves the use of horses to promote physical and mental health. The main focus of equine therapy is building trust, learning how to build healthy relationships, overcoming fears, and learning self-control. Focusing on the emotional part of working with horses has proven to have a positive impact with our clients.

The youth usually begin each session with talking about feelings, triggers, self-control, and relationships, along with other related topics. After the discussion, the youth get their horses and start grooming them, with the assistance of Ken and his volunteers (often Hillsides staff). As the youth groom their horses, they learn about responsibility and how to take care of their respective horse. Over time, the youth are able to complete the routine of caring for their horse with minimal prompts.

Once the grooming is complete, Ken and his volunteers start having the youth walk their horses around a big ring and complete an obstacle course that involves listening and following directions. It is usually during this time where a young person may start showing signs of frustration because the horse is not “following directions.” Ken and his volunteers work with the youth on how to work through their frustration in a healthy and appropriate manner. At the end of session, the youth clean up, put their horses back into their stalls, and have a wrap-up discussion about what occurred during the session before returning back to campus.

Through this program, children and youth have been able to work through some of their trauma by being open to build relationships in a safe environment. Many transform from being filled with anger to a calm, nurturing individual despite having been very intimidated by the horses when they first meet them. The importance of building trust and relationships with their assigned horse is discussed, just like with the people in their lives. Many youth go on to repair relationships with their family members and build on those connections. There have been many examples of youth who do not want to leave the stables and want to spend the night or bring their horse back to campus. At some point in the program, the youth also learn how to ride a horse, which is a new experience for most of them.

Perhaps one young person said it best when he said, “Ken helped me find myself. I felt lost for a long time. Ken and the volunteers helped me by having someone to talk to and face my fears.”
Bienvenidos Foster Care and Adoption

Claudia Orange felt the need to save a child. However, she could not have foreseen that a child would, in some sense, wind up saving her.

Claudia and her husband met 12 years ago at the Frito Lay plant in the city of Rancho Cucamonga, where the couple currently lives. After they married, they bought a four-bedroom home. The couple was unable to have children, and the place felt too big. Claudia began to think about becoming a resource parent (formerly known as foster parent). “Something was missing in my life,” she said.

The couple attended training and became licensed resource parents through Hillsides’ affiliate, Bienvenidos, which has offices in Montclair and Arcadia. Bienvenidos placed 16-month-old Anahi in their home and they saw that she was developmentally seven months behind, unable to walk or talk.

After a trial placement of one week, the social worker asked if the Oranges wanted to keep Anahi longer term. Their answer: an emphatic yes. “We were already in love with her,” said Rudy.

The couple hurried to buy Anahi everything she needed, from clothing to toys to hair accessories. Due to insurance issues, there was a delay in getting Anahi physical therapy to help her walk, so Claudia took it upon herself to give her therapy. “I googled leg strengthening exercises for babies and we did them every day,” said Claudia. Within a few months, Anahi was walking. She also began to talk, and when she did it was in full sentences.

Anahi continues to meet all her developmental markers. ”She is so smart,” said Rudy. “She knows her colors, her shapes, and can name almost anything.” She is enrolled in a local Head Start program and loves to sing, dance, eat strawberries, and watch Elmo on “Sesame Street.”

For Claudia, Anahi has provided her with the courage to overcome challenges. In late 2018, she suffered from a recurrence of breast cancer, and underwent a mastectomy followed by chemotherapy. “Anahi kept me going,” she said. During treatments, Claudia would distract herself by face-timing Anahi. When she shaved her head in anticipation of losing her hair, Anahi made her feel beautiful when she smiled and said, “I like your hair, momma.”

“Whatever I give her, she gives it back to me seven times over,” said Claudia. “She never lets me down.”

The couple finalized their adoption of Anahi in August 2019, and with Claudia receiving a clean bill of health, they decided to start the process again with two more girls who are sisters, ages one and two, who joined them in January. “We wanted to have a sister for Anahi. She really enjoys them and acts like a big sister.”

94% of children and youth reunified with their parents and/or were placed in permanent homes
94% of children and youth had a successful school year that allowed them to advance to the next grade
19 adoptions were finalized during the year
100% of our 97 resource families received training through Foster Parent College

Brave mom learns the true meaning of motherhood

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An expanded office results in more clients served

By any standard, if our Youth Moving On (YMO) program can connect one homeless youth with housing, it’s a good day. Thankfully for this growing program, there have been many good days over the past year. And that is largely due to a much-needed office expansion that occurred in late 2018 when the Pasadena office was able to double in size thanks to the store next to it going vacant. Hillside was able to assume the new space, knock down a wall that separated the two and create a much bigger and brighter space that allowed for more youth to access the services offered and hang out.

Youth Moving On’s Peer Resource Center (PRC) offers housing referrals, meals, basic needs, workforce development, life-skills classes, education counseling, and in-person connections to other resources and service providers in the Los Angeles area. And with the expansion, the center was able to install a washer/dryer and shower facility that has been a game-changer for many of the clients that utilize it, said Corenda Perkins, the division chief for Community-Based Services.

“We have a lot of young adults experiencing homelessness,” Perkins said. “They’re living at parks and on the streets. When they come here, they are able to shower and wash their clothes. We can provide them with lightly used clothing if they need anything as well. They can wash bulky items and pillows.”

Most importantly, the PRC staff are able to connect clients with an array of services that they weren’t aware of and might have been resistant to. Any young adult who is “new” to the center must fill out a welcome form and identify areas they want to work on. “Some will stay there for a full eight hours,” Perkins said. “They get meals, resources and camaraderie. They become friends with other youth there and they look out for each other when they leave the PRC. We’re able to link them to services too.”

Having the bigger space and more offices allowed representatives from the Department of Children and Family Services and Los Angeles County Office of Education to set up office hours in the facility on a regular basis, which makes a huge difference in ensuring that youth on the cusp are able to access services in their area instead of having to figure out transportation to their offices in L.A. And having those officials in the office on a regular basis has kept YMO and its clients front-of-mind when housing opens up, Perkins said.

“We have absolutely been able to connect young adults to housing. It has also helped us by being part of the network; we are notified of housing resources throughout the county. We’re just so much more engaged.”
Creating a new approach to interventions and education

At the end of the day, you want every student to walk away saying, “I am a worthy student” instead of “I’m a bad student.” That’s the idea behind a new “whole student” approach adopted by the Hillsides Education Center (HEC).

School communities are responsible for doing whatever it takes to ensure that all students’ needs are met within their community school and this approach is very different from the traditional education model. Many students come to school manifesting symptoms of chronic stress and trauma, making learning a challenge.

The “whole student” approach presents philosophical shifts. In the traditional approach, services and service providers are siloed and separate. In the new approach, special education staff and clinicians are responsible for providing interventions to students throughout the day in the classroom setting as much as possible. Services and service providers are integrated and coordinated. At HEC, expert staff work to build the capacity of the entire community to provide interventions with students.

In schools heavily impacted by trauma, mental health knowledge must be transferred to the whole community and educators have repeatedly asked for more training and resources related to mental health.

A recent study showed that 89 percent of teachers reported that they felt schools should be involved in addressing mental health needs, yet only 34 percent reported that they had the skills to do so. Teachers expressed a desire for training in recognizing and understanding mental health issues, coaching on classroom management strategies, and guidance on working effectively with families.

At HEC, we are able to allow educators to recognize the connection between trauma history and the child’s problems/behaviors, such as aggression, defiance, absenteeism, and learning differences. We also recognize triggers that may be present in the school environment that can be activated in the course of the day (resisting re-traumatization.)

During the preschool and primary years, most children develop the capacity to connect and develop feelings about themselves. If students feel successful and appreciated at school, this will create more attachment to education as a part of their identity, and thereby create a lifelong learner who appreciates and thrives in an educational environment. For students who often have a history of school trauma, HEC provides opportunities for them to love their school and feel it in return. HEC’s compassionate environment that focuses on love and belonging is what makes our model so successful. We are creating connections every day! HEC students begin to believe that school is for them and their internal working model shifts to one of positive reinforcement instead of self-doubt. We are very proud of our staff who create these connections for our students every day.
Financial Statement

Revenues and expenses
Figures shown in thousands for the fiscal year beginning July 1, 2018 and ending June 30, 2019

Revenue
- Government Service Contracts $ 40,317
- School program fees $ 3,242
- Contributions1 $ 2,883
- Other $ 2,637
- Gain or (Loss) on Investments $ 84
- In-kind Contributions $ 385

Total Revenue $ 49,548

Expenses
- Program Services $ 43,742
- General and Administrative $ 4,698
- Development and Fundraising $ 714

Total Expenses $ 49,154

Change in Net Assets $ 394

Balance sheet
Year ending June 30, 2019 (summarized in thousands)

Assets
- Current Assets $ 11,845
- Investments $ 1,144
- Fixed Assets $ 25,253
- Other Non-current $ 3,979

Total Assets $ 42,221

Liabilities
- Current Liabilities $ 10,185
- Non-current Liabilities $ 7,782

Total Liabilities $ 17,967

Net Assets
- Unrestricted $ 9,889
- Temporarily Restricted $ 13,606
- Permanently $ 759

Total Net Assets $ 24,254

Total Liabilities and Net Assets $ 42,221

Where does the money go?

- Program Services 89%
- Development and Fundraising 1%
- General and Administrative 1%

1. Contributions line item includes $717,462 in capital campaign contributions for five-year capital campaign.

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