




Hillside
STRONGER FUTURES TOGETHER

HILLSIDE HOMECOMING

**20
23**
IMPACT
REPORT

An Unforgettable HOMECOMING

One day about a year ago, a lovely gift arrived in Hillside's morning mail: a copy of a newly published memoir written by a rural Kansan—and with a first chapter that focused on the years he'd spent on our Monroe Campus as a teenager, more than 60 years earlier! A note from the author, Richard Jackson, said he'd never forgotten the role our agency had played in his life, and that he hoped his story might inspire more people to embrace our mission.

A few months later, the Hillside community was delighted to welcome Richard back for a two-day "Homecoming" that spoke to our agency's legacy, and the life-changing impact of our work. In the pages of this edition, you'll see some of the highlights of that wonderful visit along with other milestones from a remarkable year.

Just as with Richard, each of the thousands of youth and families we served in 2023 has the potential to achieve amazing things in the years to come. **Your support helps unlock that potential:** thanks to your continuing generosity, Hillside's services are better able to help vulnerable young people and adults realize the stronger futures they deserve.

On behalf of the entire Hillside family, please enjoy a happy, healthy and safe 2024. And thank you as always for your commitment to our mission!



Maria Cristalli
President and CEO



Jill Knittel
Chair, Board of Governors



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CONVERSATIONS with the CEO

Have you discovered the **Hillside podcast** yet? Each month, Maria Cristalli hosts an engaging conversation with an array of Hillside guests—leaders, staff, youth and families, and community partners—on topics related to the agency's past, present and future. Join the conversation at Hillside.com/podcast!



Looking Back on a REMARKABLE LIFE

Decades after a life-changing experience in Hillside programs, Richard Jackson returned to share his story



“When I look back on my life, Hillside was where my foundation was built. Mr. Lang, Mr. Reed and others were my lifeline. They saw something in me others didn’t. God put me at Hillside. I hope other youth have the same opportunities I did. If this book can help promote Hillside and your good work, please use it.”



That handwritten note accompanied a slim memoir, *Ward of the Court*, in a package mailed to Hillside’s offices in January 2023. The book’s first chapter described a time more than 60 years earlier, when its author **Richard Jackson** spent several years as a youth in Hillside programs—an experience that profoundly impacted his future.

That gift led to a series of conversations with Hillside leaders, and finally an unforgettable homecoming. Last June, Mr. Jackson, 79, returned to Hillside to share his story with current youth in care, as well as staff and the community at large, in a two-day tour filled with fresh connections and memories both old and new.

Shortly after arriving on the Monroe Campus last summer, Mr. Jackson revisited the Ely Cottage where he had lived as a teen in the late 1950s and early 1960s. A campus tour followed, where he learned more about the evolution of Hillside’s residential treatment

and community-based services that deliver youth-guided, family-driven care to thousands of young people and their families every year.

With President & CEO **Maria Cristalli**, he engaged in a virtual staff meeting so Hillside employees from all locations could ask questions and hear his first-person perspective on Hillside’s legacy of service.

A Life of Giving Back

Mr. Jackson came to Hillside in the 1950s, following the deaths of two foster parents. During his teenage years on the Monroe Campus, he kept up with his studies while learning essential skills such as cooking, ironing and sewing; earning medals and camping while in Boy Scouts; and engaging in track and other sports.

“I got to do a lot of things that I didn’t think under normal circumstances I would have been involved in or would have had the

Pictured above: Richard Jackson, in his Boy Scout uniform during his time at Hillside.

opportunity to do," he said, while adding that those years provided him with critical guidance at a pivotal time in his life.

Following its look back on his origins in Rochester, Mr. Jackson's *Ward of the Court* explores his subsequent life and career. After graduating from high school, he was admitted to Kansas-based Ottawa University, and promptly boarded a bus to continue his education in the Midwest. The book describes how he received his college degree and remained in Ottawa to dedicate his life and career to public service, including as a longtime leader of the East Central Kansas Economic Opportunity Corporation. He was also elected Ottawa's first Black mayor, and served as a longtime member of the Ottawa City Commission.

During his Hillside Homecoming, Mr. Jackson traveled downtown to the Rochester studios of WXXI, where he and Cristalli spent an

hour on the radio show *Connections with Evan Dawson*, discussing the intersections between Mr. Jackson's life, Hillside's 186-year mission-driven history, and the ongoing need for Hillside services.

Later, returning to campus, he sat down for a pizza party with youth in Hillside programs, and talked with the young people about their own experiences and how life can take unexpected turns. "Life is a series of choices, and we must embrace and take responsibility for the choices we make," he said. "Accepting help from others is not a sign of weakness, but a demonstration of strength."

Shaping Brighter Futures

The following day, Mr. Jackson was one of two keynote speakers at a special donor event. He challenged the attendees to continue supporting Hillside services: "With

Casanova Burgos' LIFE JOURNEY

While still in high school, **Casanova Burgos** was devastated by multiple personal traumas: he was stabbed by a family member; his older cousin was murdered; and his biological father was killed before his eyes.

As he recalled at the June 2023 donor event with Richard Jackson, those cascading events "led me to believe that there was little hope of a future for me...My life went from worse to far worse."

Burgos had already been participating in Hillside Work-Scholarship Connection, being originally drawn to the program's academic supports, and the employment-skills training and placement that could help him find a part-time job while still working toward his diploma. Looking back, he says the decision to work with HWSC ultimately made a vital difference in coping with those traumatic events.

His HWSC Youth Advocates and other program staff helped him regain his focus and resume the progress that led to him earning his high school diploma in 2009. "That was one of the biggest achievements of my life," he says.

Since then Burgos, now 33, has accomplished much—and has much more to look forward to. He began studying at Monroe Community College, then joined the U.S. Navy Reserve for missions that took him to South Korea, Dubai and Spain. Returning to the U.S., he maintained his Navy commitment while working toward his college degree and holding down a job with a local manufacturer.

"Hillside provided the foundation I needed when all seemed to be lost," he said. "If it weren't for their support, I really don't think I would have graduated high school."



Top photo: Burgos, with his partner Schvaughtne Speed and their 9-year-old son, Ethan Cobb.

Bottom photo: Burgos is congratulated by his mother upon graduating in 2009.

increased resources, Hillside can extend its reach and touch the lives of even more individuals. I implore you to embrace the opportunity to become true difference-makers, and together, let us shape a brighter future for those in need."

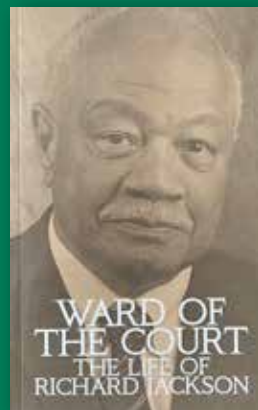
Attendees at the donor event also heard the moving story of **Casanova Burgos**, another former youth in care who described his own traumatic experiences as a teen, and how Hillside Work-Scholarship Connection provided support that allowed him to regain his life's momentum. (See sidebar.) In his remarks, Burgos praised Hillside for preventing "countless numbers of youth from choosing the streets as a way of life with little to no hope."

Since retiring from his professional roles in 2019, Mr. Jackson has remained active in his community—particularly volunteering with groups that support vulnerable children. "When young people need help, it's in everyone's best interests to provide whatever is needed to support their goals and their future," he said. "Organizations like Hillside are so important in that way. I'm so grateful that Hillside was there for me, and that it remains able to help young people in need."



The donor event was made possible in part by a generous gift from The Bonadio Group. Hillside is grateful for that gift, and to all who attended to offer their support for Hillside services. And we're so thankful to Richard Jackson and Casanova Burgos for sharing their stories!

Bring Ward of the Court Home



Ward of the Court: The Life of Richard Jackson tells the story of a remarkable journey that began over 60 years ago at the Hillside Monroe Campus in Rochester, NY. "I look at being a ward of the court as a chance to have the support system along the way that I did," Mr. Jackson recalled. "My experiences at Hillside, and with the people there, made so many things possible for me."

In addition to being sold at Amazon.com, a limited number of copies of *Ward of the Court* are available for purchase directly through Hillside, with proceeds supporting Hillside programs. **To purchase a copy for \$15 plus shipping, contact the Hillside Foundation at 585-256-7515 or hcf@hillside.com.**

**20 YEAR IN
23 REVIEW**

Committed to CARE



In 2023, the Monroe and Crestwood campuses became Hillside's latest sites to earn certification for providing services in accordance with Cornell University's **Children and Residential Experiences** model. CARE outlines best practices for working with children, caregivers and families. Implementing this framework fosters the development of a shared agency-wide approach that has been proven to help achieve consistently positive outcomes. Hillside's Finger Lakes Campus was re-certified in 2023 after previously earning CARE certification, and our Snell Farm Campus is pursuing its own CARE certification. CARE principles are even being integrated into the applicable work of Hillside's non-program staff.

A New Chapter: Hillside Reads

In early 2023, a literacy initiative was launched to foster a love of reading among youth in Hillside's schools. Early **Hillside Reads** events included a book signing by a Hillside teacher who's also a published Young Adult author; the re-opening of a library at the Halpern Education Center; and staff read-aloud sessions with youth in program. "Students served by Hillside face many of the same challenges as students everywhere—including increased competition for their attention that can lead to decreased enthusiasm for reading," said Colleen Hill, Executive Director of Education. "With the Hillside Reads initiative, we're working to find new and exciting ways to help young people embrace the simple joy of reading."



Partnering with Utica Schools



New school year, new partnership: Hillside Work-Scholarship Connection will serve up to 350 students in the **Utica City School District** this year, extending the model that has supported the graduation and career goals of more than 9,000 young people since HWSC's inception in 1987. (The program also operates in school districts in the Syracuse, Rochester and Binghamton metro areas of New York State, and in Prince George's County, Maryland.) Utica's acting superintendent called the new partnership "a life-changing opportunity" for eligible students.

Read more at [Hillside.com](https://www.hillside.com).

“I’m happy because I can make a difference”



Chair’s Award Winner 2023

AMY PATTERSON, RN

Each year, we profile the winner of the **Chair’s Award**, an honor earned by an employee whose above-and-beyond dedication and impact exemplify the principles of Hillside’s mission of service.

Amy Patterson is a familiar face at many Hillside offices, campuses and regions. Although based in Buffalo, the Senior Nurse Manager moves around a lot in the course of juggling multiple responsibilities.

“It changes every day,” says Patterson of her typical routine that’s anything but typical. “One day I’ll be working with the individuals we serve in our group homes, and the next I might be supporting a youth who’s having difficulty in one of our schools. I do a lot of different things.”

Patterson has been a nurse since age 18 and a Hillside employee since 2010—years of

experience that she called upon to meet the challenges of the COVID-19 pandemic. Like the rest of the world, she was thrust into an unknown situation fraught with social isolation and medical uncertainty.

Her first thoughts were for the people and families that Hillside serves, and the dedicated staff who were caring for them. “I don’t ever remember being so tired. I felt like I worked nonstop for those first few months,” Patterson recalls. “I felt bad for everyone – the kids and individuals, their families, our own employees. I wanted them to all see one another and they couldn’t. It was heartbreaking.”

When the COVID vaccine became available, Patterson led the charge by scheduling and staffing vaccine clinics in Rochester and Buffalo—leveraging partnerships with community organizations including Update Pharmacy, University of Rochester Medicine,



D’Youville College, and Fantastic Friends of Western New York.

“It was a team effort,” she says of that work. “I became a champion of the vaccine because that was going to get us back to normal, and I wanted to do what I could do to help.”

Looking back, she credits Hillside’s commitment to adaptation and innovation as being critical to the agency’s COVID journey. And today, with the pandemic’s worst days in the past, she says working directly with youth and families brings a great sense of fulfillment. “I’m happy because I can make a difference,” Patterson says, “and because I get to work with so many like-minded people.”

On behalf of the Hillside community, we thank Amy Patterson for her commitment—during that critical time in our history, and every day!

20 YEAR IN REVIEW

Exploring STEM with Micron

An August trip to Virginia provided Hillside Work-Scholarship Connection students with an up-close look at their possible professional futures. Touring a **Micron Technology** facility in Manassas, they met industry experts, learned about the microchip manufacturing process, and took a deep dive into leading-edge technology processes. **Robert Simmons**, Micron’s Head of Social Impact & STEM Programs, was instrumental in arranging the trip: “Through our collaboration between Hillside and the Micron Foundation, I hope to ensure young people who are historically left out of conversations about STEM careers are not only given access, but opportunities to dream a dream that seems impossible.”



Read more at [Hillside.com](https://www.hillside.com).

HILLSIDE AT A GLANCE

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

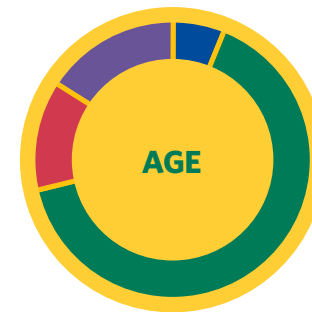
For young people facing emotional, behavioral and social challenges, Hillside offers preventive and interventional care along with customized treatment that adapts to each youth's unique life situation.

For details about our programs, visit [Hillside.com](https://www.hillside.com).

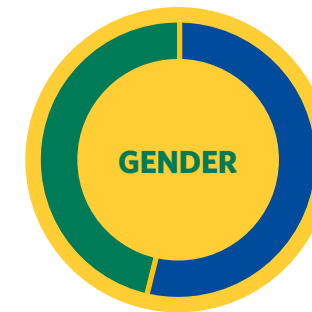
Those We Serve

DEMOGRAPHICS

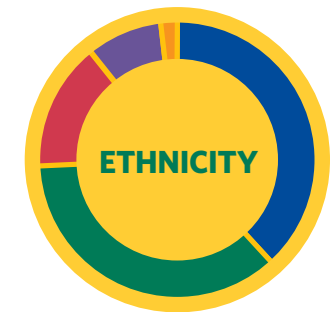
Fiscal Year 2023



13% 0-10
65% 11-18
6% 19-26
16% 27+



54% Female
46% Male

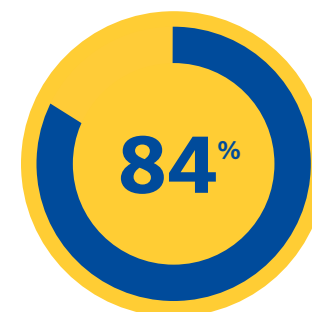


38% African-American/Black
36% White
15% Hispanic/Latino
9% Multiracial
3% Other

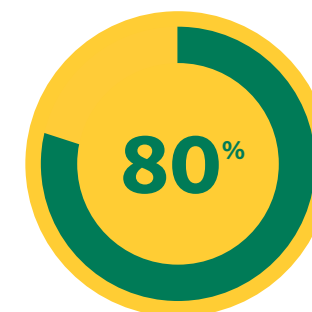
YOUTH AND FAMILY OUTCOMES

Fiscal Year 2023

At the time of leaving select Hillside programs:

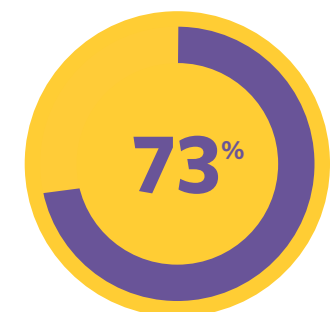


84% of clients were **living with their families**, in adoptive homes or independently



80% of clients were able to transition to **less intensive levels of care**

Based on surveys conducted with those served by Hillside:



73% of families were **highly satisfied** with services received, and **highly likely** to recommend Hillside programs to family members and friends

REGIONAL PROFILES



3,646

Total families served in the Monroe Region**

Monroe Region

Monroe, Ontario, Seneca, Wayne and Yates counties

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

FAMILIES SERVED, by Service

- 347 Care Management for Adults*
- 413 Care Management for Children*
- 407 Day Treatment Education
- 49 Developmental Disabilities
- 144 Early Childhood Development
- 39 Foster Care
- 491 Home- and Community-Based Services
- 267 Permanency Services
- 340 Preventive Services
- 261 Residential Treatment
- 1,327 Youth Development



3,101

Total families served in the Central Region**

Central Region

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

- 365+ Employees
- 3 Community-Based Team Offices
- 1 Day Treatment Site
- 1 Residential Campus:
 - Finger Lakes Campus in Auburn (58 beds)
- 17 HWSC Sites in the Syracuse City School District
- 2 HWSC Sites in Binghamton and Union-Endicott School Districts

FAMILIES SERVED, by Service

- 355 Care Management for Adults*
- 609 Care Management for Children*
- 34 Day Treatment Education
- 56 Foster Care
- 180 Home- and Community-Based Services
- 126 Permanency Services
- 32 Preventive Services
- 100 Residential Treatment
- 1,764 Youth Development



560

Total families served in the Southern Tier Region**

Southern Tier Region

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

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

FAMILIES SERVED, by Service

- 119 Care Management for Adults*
- 222 Care Management for Children*
- 26 Foster Care
- 161 Home- and Community-Based Services
- 100 Preventive Services
- 45 Residential Treatment
- 8 Youth Development



448

Total families served in Prince George's County**

Prince George's County, MD

- 15+ Employees
- 13 HWSC Sites in the Prince George's County Public School District



1,228

Total families served in the Western Region**

Western Region

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

- 180+ Employees
- 3 Community-Based Team Offices
- 4 Individual Residential Alternative Group Homes (25 beds)

FAMILIES SERVED, by Service

- 230 Care Management for Adults*
- 406 Care Management for Children*
- 25 Developmental Disabilities
- 65 Early Childhood Development
- 94 Family Development
- 145 Foster Care
- 300 Home- and Community-Based Services
- 30 Permanency Services
- 111 Preventive Services
- 43 Youth Development

FAMILIES SERVED, by Service

- 448 Youth Development

* Care Management figures only include actively enrolled children and adults.
 ** Totals are less than the sum of all service numbers due to families/children who are enrolled in multiple programs.

20 YEAR IN 23 REVIEW

New Opportunities for Families in Need

In October we opened our first **Family Opportunity Center**, a site-based, drop-in program where enrolled families can benefit from a wide range of parent education resources; short-term, on-site mental health counseling; and informed guidance on accessing supplemental services in the community. Children are always welcome at the Center, with play and homework spaces available with parental supervision. Jean Galle, Vice President of Community-Based Services, called FOC “an important interventional resource that will provide essential supports for families in need.” A second FOC opened in Rochester in December.



Making Day Camp Memories

Camp Possibilities—a 240-acre day-camp property in Henrietta, NY—once again hosted youth from Hillside programs throughout the summer months, and the fun didn't end with the close of summer! Autumn Camp activities included a Fall Festival where youth in program enjoyed hot cider, pumpkin-painting, a make-your-own-slime workshop, and time around the campfire as the sun began to set. Hillside's unique day camp program is supported completely by community donations: **thank you for making Camp possible!**

Read more at [Hillside.com](https://www.hillside.com).

Thank You, DONORS!

The following list reflects donors who made gifts to Hillside between July 1, 2022 and June 30, 2023. 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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Dave Thomas Foundation for Adoption
The Davenport-Hatch Foundation, Inc.

\$50,000+

Greater Washington Community Foundation
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Ian & Eve Tatlock
The Hanley Foundation

20 YEAR IN
23 REVIEW



Annual Traditions: Generosity Takes Many Forms

Hillside's two biggest annual fundraising events returned in 2023, with the invaluable support of our donors! In June, more than 100 participants let smiles be their umbrellas in the rain-or-shine **Hillside Golf Tournament** that earned over \$100,000 for our programs. And another **Special Santa** season kicked off in November, uniting our staff, families and a generous community to collect toys and gifts for thousands of youth served by Hillside. For many youth in our programs, these end-of-year presents represent the only gifts they would receive during the holidays. Hillside is so grateful to all our donors and sponsors—and particularly Presenting Sponsor **KeyBank**—for making these events so successful!

Read more at [Hillside.com](https://www.hillside.com).

Donor Profile

SUZANNE ROBINSON



Retired schoolteacher **Suzanne Robinson** gives what she can to Hillside because “Hillside gives you bang for your buck.” Based on her own extensive research, she trusts Hillside’s approach to managing its donations, and how the dedicated staff work with children and families in need. Philanthropy brings her joy: charity, she says, “gives you much more satisfaction than eating a finely prepared meal in a wonderful restaurant. With giving, your joyful feeling will last.”

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

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Willow Street Foundation
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\$500+

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Mr. Samuel A. Halaby, Jr.
Mr. Thomas Hart
Ann & John Hayslip
Mr. & Mrs. Douglas R. Hilfiker
Intercept Security Inc.
Mr. & Mrs. Steven Jacobs
John Lockwood Plumbing
Johnson & Johnson Matching Gifts Program
Kinney Drugs Foundation
Nina B. Klionsky
Ms. Suzanne Knauf
Hon. Joan S. Kohout
Mr. Timothy M. Kreuzer
Katherine Littlefield
Manning & Napier Foundation, Inc.
Marchioni & Associates
Marina Auto Group, Inc.
Ms. Constance Mauro
Mr. Gilbert K. McCurdy
Bruce and Eleanor McLeer
John & Barbara McManus
Mr. Vincent Milliken
Monroe County Deputy Sheriff’s Association
Mr. & Mrs. Thomas J. Mooney
Mark Muthig
The New York Bar Foundation
Doren Norfleet
Mr. Richard C. Notargiacomo
Mrs. Virginia S. Pacala
Terry Platt, Ph.D.
Les Quigley Youth Camping Fund
Mark Raeside
Anne T. Ralph
John T. Reid

Dr. Christopher J. Richardson &
Dr. Yanick Vibert
Matthew Roberts
Dr. & Mrs. Gordon N. Robinson
Nora & William Rodgers
Francie and Larry Schenck
Steve & Kathleen Schmitt
Ms. Karen Schuhle-Williams
Security Mutual Life Insurance Company
of New York
Eileen & Carl Semmler
Ms. Janet Silver, Esq.
Gregg Single
Solace Chiropractic
Mr. & Mrs. Theodore F. Spall, Jr.
Eleanor R. Stauffer
Roxanne Stavropoulos
Marilyn Tedeschi
TT Contracting, LLC
United Way of Broome County
United Way of Buffalo and Erie County
United Way of Central New York
Irene & Alan Weinberg Fund
Mr. Bret Woz & Family

\$250+

Anonymous
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Mr. Stephen Bartlett
Ms. Angela M. Bernat
Ms. Brenda Bousfield
Ms. Shoshana Brayman
Miss Jennifer D. Brown
Mrs. Barbara H. Bruning
Mr. William A. Bulger
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Mel & Joe Callan
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Christopher Casement and
Laura DeStefanis
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Mrs. Patricia A. Clark
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Ms. Susan Contois
Ms. Kathleen Cosgrove-Drury
Mr. Howard Cotton
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Mr. Eric Gosiewski
Barbara & William Gould
Mr. Mark C. Greene

Ms. Nikki Hamblin
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Ms. Jacqueline B. Holdren
Joy Landauer & Stephen T. Hoysic
Mr. Pa Sulayman Jeng
Mr. David Jones
Mr. Thomas G. Kalke
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Mr. Todd F. Koneski
Dr. & Mrs. Gerald W. LaMarsh
Mr. & Mrs. Joseph Leavens
Mr. & Mrs. Bruce Leonard
Cynthia H. Little Endowment Fund
Mr. & Mrs. Patrick L. Love
Mr. & Mrs. Lawrence Lovejoy
Massie Family Fund
Mr. Richard W. McGrath
Mr. Michael Messenger
Midvale Women's Association

Ms. Dianne Miller
Mr. Eric T. Neely
Mrs. Joan A. Page
Ms. Dorin Patru
Mr. Kaz Plonczynski
Price Waterhouse Coopers LLP
The PwC Charitable Foundation
Mr. Gregory R. Reuter
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Mr. & Mrs. Robert A. Schaller
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Mr. Harvey D. Simmons
Mr. & Mrs. Richard Sperandio
Donald & Cathi Struble
Ms. Hillary Tatar
Mr. & Mrs. Robert P. Thornburg
Mr. & Mrs. Brian Timberlake
Ms. Brittany Todd
Twelve Corners Presbyterian Church

Ms. Rita Wagner
Mr. Bennett Washburn
Mr. Stephen J. Wenthe & Ms. Laurie Pascuzzi
Mr. Mark Werner
Melinda & Paul Whitbeck
Ms. Catharine Wise
Women's Association of Oak Hill
Mr. Craig Woodward
Mr. & Mrs. Donald A. Zrebiec

Up to \$250

Every gift makes a difference! We deeply appreciate the community of 777 Hillside donors who each gifted up to \$250 during our 2023 fiscal year, for a collective impact of \$54,990.



Days of Caring Make a Difference

Volunteerism was alive and well at various Hillside sites last year. Volunteers from **Paychex** and **First American Equipment Finance** visited Camp Possibilities in Henrietta; L3Harris Technologies and Excellus BlueCross BlueShield rolled up their sleeves at our Crestwood Campus (joined by the husband-and-wife gardening team of **Art and Maisy Kostka**); another Paychex team joined employees from **Haley & Aldrich** to help out on our Monroe Campus; and **Wegmans** employees pitched in at the Finger Lakes Campus in Auburn. The volunteers were coordinated by United Way chapters in Cayuga County and Greater Rochester and the Finger Lakes as part of the annual **United Way Day of Caring**. Our thanks to all who came out!

20 YEAR IN
23 REVIEW

Read more at [Hillside.com](https://www.hillside.com).

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 the Foundation at hcf@hillside.com or (585) 256-7515 so we may properly acknowledge your support.

Anonymous (14)
 Mr. 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
 John & Diane Caselli
 Nancy L. Castro
 Ernestine White Murray Chandler*
 Derek* & Janice Chapman*
 Sarah S. Clapp*
 David L. Cleary*
 Mr. and 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. & 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* & Mrs. Elizabeth Illig^{o*}
 Robert M.* & Mrs. Ruth E. Johnson*
 Francis D. Jung^{o*}
 Louise H. Klinke*
 Dr. & Mrs. Gerald W. LaMarsh
 Joy Landauer & Stephen Hoysic
 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. and 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*
 Bruce* & Charlotte Patt*
 John & Dawn Piccirilli
 Angela B. Pichichero
 Patricia Prince^{o*}
 Carol Rees^{o*}
 Kathy P. & Dennis M. Richardson

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. and Mrs. W. Winslow Schrank
 Paula & Steven Smith
 Margaret E. Somerset^o
 Jane W. Steinhausen^{o*}
 Mr. and 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

Supporting Digital Equity for Hillside Youth

20 YEAR IN
23 REVIEW

Last year's Impact Report described the importance of philanthropy in our commitment to promoting **digital equity** in the communities we serve. In 2023, that commitment was supported by donors including the **Paychex Foundation**, whose gift enabled 35 Hillside Work-Scholarship Connection seniors to receive laptops at a June ceremony in Rochester (pictured), with 35 more laptops coming to 2024 seniors. And in Syracuse, gifts from **Northwestern Mutual**, the **Central New York Community Foundation**, the **Green Family Foundation** and **Berkshire Bank Foundation** will bring wide-ranging digital enhancements to our HWSC Solace Campus.



Read more at [Hillside.com](https://www.hillside.com).

FINANCIAL PERFORMANCE

Program Impact

JULY 1, 2022 THROUGH JUNE 30, 2023



SERVICES	REVENUES	FAMILIES SERVED
Care Management for Adults	\$2,462,739	1,051*
Care Management for Children	\$7,184,386	1,650*
Day Treatment Education	\$17,212,301	441
Developmental Disabilities	\$12,210,025	74
Early Childhood Development	\$330,000	209
Family Development	\$693,682	94
Foster Care	\$6,528,736	266
Home- and Community-Based Services	\$5,350,795	1,129
Permanency Services	\$1,893,945	420
Preventive Services	\$3,041,553	583
Residential Treatment	\$65,468,250	403
Youth Development	\$9,822,975	3,590
Total Services	\$132,199,388	
Philanthropy and Other	\$3,496,339**	
Total Revenue	\$135,695,727	

Hillside Fiscal Year 2023 Report

OPERATING REPORT

YEAR ENDED JUNE 30, 2023

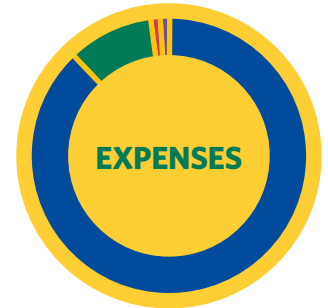
Operating Revenues

Reimbursement from Government Agencies (fees for service)	\$130,115,893	96%
United Way	\$771,068	1%
Public Support	\$1,737,637	1%
Other Revenue	\$3,071,129	2%
Total Operating Revenues	\$135,695,727	



Operating Expenses

Services	\$114,675,942	88%
Management and General	\$12,937,821	10%
Fundraising	\$1,012,980	1%
Grants and Other	\$1,194,105	1%
Total Operating Expenses	\$129,820,848	



SUMMARIZED CONSOLIDATED BALANCE SHEET

AT JUNE 30, 2023

Cash and Investments	\$40,698,481
Accounts Receivable	\$26,371,024
Property	\$35,825,347
Other	\$9,075,574
Total Assets	\$111,970,426
Liabilities	\$59,044,501
Net Assets	\$52,925,925
Total Liabilities and Net Assets	\$111,970,426

*Care Management figures only include actively enrolled children and adults.

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

***Totals are less than the sum of all service numbers due to families/children who are 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*
Richard J. Gangemi, MD, *Past Chair*
Maria E. Cristalli, *President & CEO*

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Melissa N. Gardner
Portia Y. James
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Ann Montgomery
Christopher J. Richardson, DO, FACOS
Efrain Rivera
Michael F. Stapleton, Jr
Marlowe V.N. Washington, DMin, EdD
Edward White

GOVERNORS EMERITI

Roger B. Friedlander
Robert B. Stiles

Hillside Foundation Board of Trustees

OFFICERS

Monica Monte, *Chair & Treasurer*
Jill Knittel, *Vice Chair*
Maria E. 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.

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
Maddie DiGristina
Pamela Odom
Virginia Biesiada O'Neill
Jonathan Stadin
Denise Valdés

Leadership

CHIEF EXECUTIVE TEAM

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President & Chief Executive Officer

Calista Amering
Chief Advancement Officer

Elizabeth Nolan
Chief Operating Officer

Christopher Peterson
Chief Financial Officer

Darlene Ryan
Chief Performance Officer

Mazie Tai
Chief Human Resources Officer

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*Executive Director,
Health Care Services & Integration Services*

David Fluellen
*Vice President,
Residential Treatment Services*

Jean Galle
*Vice President,
Community-Based Services*

Roderick Green
*Executive Director,
Hillside Work-Scholarship Connection*

Colleen Hill
*Executive Director,
Education*

20
23 YEAR IN
REVIEW

Breaking New Ground in DE&I

2023 saw exciting progress in our work to create and maintain a more **diverse, equitable and inclusive** Hillside community. Regional employee committees and affinity groups hosted discussions on relevant issues and elicited suggestions for institutional change; we held internal learning sessions and



lent our voices to important conversations at regional conferences and events; and we explored new ways to support the professional advancement goals of Hillside employees of color. Meanwhile, input-gathering sessions among staff, youth, families and community partners, are supporting the creation of a **Living Action Plan** that will allow us to measure our ongoing success in addressing identified priorities.

Read more at [Hillside.com](https://www.hillside.com).

20 YEAR IN 23 REVIEW

Celebrating Our Employees

In September, more than 900 employees participated in a two-day event packed with seminars, games, and plenty of vital networking time. “Our people have been looking to a chance to re-connect with their peers, live and in-person,” said President & CEO Maria Cristalli of the **“Stronger Futures Together” conference**, held at the Rochester Riverside Convention Center. “This was a wonderful opportunity to salute the individuals who make such a difference in the lives of thousands of youth and families every day.” A keynote address was delivered by Tonier Cain, an internationally recognized advocate in the field of trauma-informed care.



Interested in Joining Our Family?
Hillside is hiring for a wide range of roles in all the regions we serve. Find out about open positions and apply today at [Hillside.com/careers](https://hillside.com/careers).

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
Association of Children’s Residential & Community Services
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
Greece Chamber of Commerce
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
Rochester Threat Advisory Committee
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 and the Finger Lakes
Washington Regional Association of Grantmakers



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

