

Stories ^{OF} Hillside




Hillside

2024 IMPACT REPORT

Remarkable Stories of Hillside

2025 marks Hillside’s 188th year of service to the children, adults and families of our community. That’s nearly two centuries of lives changed, challenges overcome, opportunities fulfilled...and stories to be shared.

This year’s Impact Report includes recent stories that capture the heart and soul of our dedicated employees, the youth and families with whom we partner, and the remarkable outcomes that attest to the importance of our work.

These evocative stories are the centerpiece of a *Stories of Hillside* campaign that we launched in the summer of 2024, to better define the broad nature of our evolving work in the communities we serve. In addition to reading the pieces, the QR code on each page will connect you to videos that are even more powerful; and all the stories will be featured in our social media channels through this summer. (You can find the collected videos at [Hillside.com/stories](https://www.hillside.com/stories), or by scanning the QR code at right.)



The successes behind these stories and countless others are only possible through your support. As Hillside donors, you understand the critical role played by philanthropy in ensuring our programs can meet the evolving needs of those we serve.

On behalf of the entire Hillside family, we wish you a healthy, happy and safe 2025. And as always, we thank you for your impactful commitment to our mission!



Maria Cristalli

Maria Cristalli
President and CEO



James C. Haefner

James C. Haefner
Chair, Board of Governors

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Antonia

“Never give up”



As a teen, Antonia Luckina experienced emotional and behavioral challenges that made it difficult for her to see a path forward. In residential treatment at a Hillside campus, she found the help she needed—and, with support and guidance from staff member Kim Draheim, an opportunity to explore music as a pathway to healing.

An accomplished rock musician as well as a dedicated human-services professional, Kim created the Youth Voice Band, a unique therapeutic recreation project, in which Antonia and other youth wrote, practiced and performed music as a creative outlet and a skill-building activity.

Today, Antonia lives on her own and works at Hillside’s Finger Lakes Campus—paying forward the kindness and support that made such a difference in her life. She also partners with Kim to rehearse with youth in a new generation of the Youth Voice Band. And having discovered her passion for music, she plays regularly with Kim and his fellow bandmates in performances in western and central New York.



WATCH ONLINE: To view Antonia and Kim’s full-length story, scan this QR code or visit [Hillside.com/stories](https://www.hillside.com/stories).

This scene from Antonia’s video story was shot on the evening of Wednesday, June 15, 2024, at an outdoor performance space in Irondequoit, NY.



ABOUT RESIDENTIAL TREATMENT AT HILLSIDE

Hillside is committed to delivering life-changing supports across a continuum of care. For youth with serious emotional, behavioral and mental-health issues, our residential campuses offer settings where 24-hour interventional programs can make a big difference in their long-term outcomes. Treatment plans are youth-guided and family-driven, ensuring that the care provided is aligned with family goals.

Discharge planning begins on day one of a youth entering residential treatment, in keeping with Hillside’s firm belief that every child is best served in a traditional home setting. When a youth is discharged, their care often continues through Hillside’s community-based services that continue the work that began on our campuses.

Chris & Alan

“A family is a family”



As they approach their 20th anniversary of working with Hillside as foster and adoptive parents, Chris and Alan Girangaya have created a legacy of love and caring for children in need.

Over the years, the Girangayas have fostered dozens of children until the youth could be reunited with their families or other permanent placements could be made. They’ve also legally adopted eight of those children over the years: Today, six of those kids still live with their dads at the family’s home in Holley, NY.

Even among youth who stayed with them for shorter periods, Alan and Chris maintain fond memories of those experiences—and they still hear from some of those children, as well as their parents. “You form these bonds,” Alan says, adding that they’ve found that same sense of “close-knit” connection with the Hillside staff who have supported the Girangayas on their foster journey.

“There are ups and downs,” he says of foster parenting, and an inevitable balance between difficult moments and “days that are joyful”—just like every family experiences.

“Families can look different,” Chris notes, but “a family is a family.”



WATCH ONLINE: To view the Girangaya family’s full-length story, scan this QR code or visit [Hillside.com/stories](https://www.hillside.com/stories).

This scene from Chris and Alan’s video story was shot on Thursday, August 1, 2024, in the backyard of the Girangayas’ home in Holley, NY.



ABOUT FOSTER PARENTING AT HILLSIDE

Hundreds of youth in our community need help. They can’t live at home because of a variety of family challenges. Like all children, they need a stable and supportive environment to help them succeed. Hillside foster parents provide that environment, and make a critical difference for youth and families in need.

Therapeutic foster parents support youth whose behaviors make it difficult for them to remain at home. The goal of Therapeutic Foster Care is to reunite youth with their families, or if the child is freed, to establish a permanent adoptive family.

Jai'Lynn

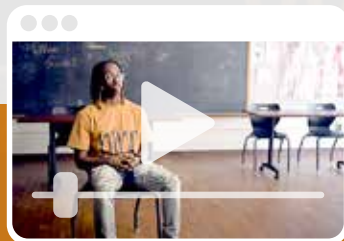
"I want to leave my mark"



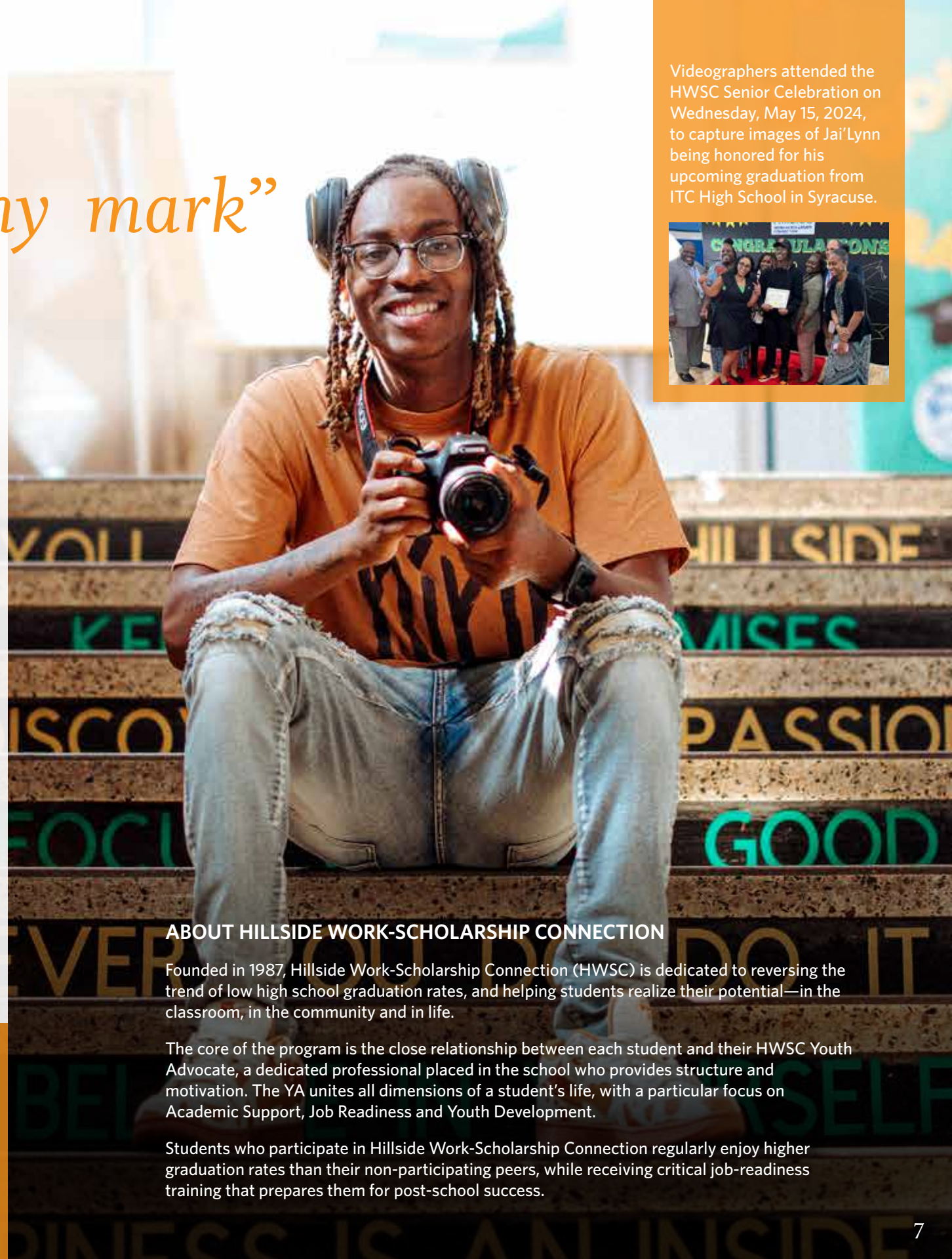
Like many students, Syracuse native Jai'Lynn Holloman faced struggles in school—he held onto a sense of what he wanted his future to hold, but was unsure about how to achieve his goals. That began to change in the eighth grade, when he joined the Hillside Work-Scholarship Connection program. With support and guidance from his HWSC Youth Advocate, Jai'Lynn was able to focus on his studies and visualize a pathway of success.

As a member of the ITC High School Class of 2024, Jai'Lynn is eager to take his next steps toward higher education and exploring a career in the visual arts. He says his relationship with Autumn Gilbert, his HWSC Youth Advocate, played a critical role toward his earning a diploma and preparing for the future: "I'm glad I have someone like her in my life."

Autumn praises Jai'Lynn's commitment to his studies, and says her genuine love for her work helps her build strong, positive relationships with her HWSC students. "It feels amazing to be a part of this program," she says, and to help students "better their futures... better their lives."



WATCH ONLINE: To view Jai'Lynn and Autumn's full-length story, scan this QR code or visit Hillside.com/stories.



Videographers attended the HWSC Senior Celebration on Wednesday, May 15, 2024, to capture images of Jai'Lynn being honored for his upcoming graduation from ITC High School in Syracuse.



ABOUT HILLSIDE WORK-SCHOLARSHIP CONNECTION

Founded in 1987, Hillside Work-Scholarship Connection (HWSC) is dedicated to reversing the trend of low high school graduation rates, and helping students realize their potential—in the classroom, in the community and in life.

The core of the program is the close relationship between each student and their HWSC Youth Advocate, a dedicated professional placed in the school who provides structure and motivation. The YA unites all dimensions of a student's life, with a particular focus on Academic Support, Job Readiness and Youth Development.

Students who participate in Hillside Work-Scholarship Connection regularly enjoy higher graduation rates than their non-participating peers, while receiving critical job-readiness training that prepares them for post-school success.

Camp Possibilities

The #1 rule is “Have Fun!”



For nine months of each year, Dave Tinnes works as a teacher at a public school in our community. But he returns every summer to a seasonal role at Hillside’s Camp Possibilities, the only day camp in Monroe County with programming designed for children with developmental, emotional and behavioral challenges. At Camp, Dave and his fellow Hillsideers provide unforgettable summertime experiences for youth in Hillside programs.

A day at Camp Possibilities can include fishing and kayaking in the private pond; music lessons and arts-and-crafts fun in the dedicated cabins; basketball and hiking; and even singing songs and telling the occasional ghost story around a well-tended campfire. For youth in Hillside’s residential treatment and community-based programs, Camp is a place to decompress, relax and “just be a kid,” Dave says.

“Play is a critical part of life,” adds David Fluellen, Hillside’s Vice President of Residential Treatment Services, and Camp Possibilities helps youth at Hillside experience that essential aspect of childhood. “I hope that Camp is one of their fond childhood memories,” he says, “and that they carry it with them.”



WATCH ONLINE: To view the full-length Camp video story, scan this QR code or visit [Hillside.com/stories](https://www.hillside.com/stories).

The Camp video story was shot on the beautiful summer day of Thursday, August 15, 2024, at Hillside’s Camp Possibilities site in Henrietta, NY.



ABOUT CAMP POSSIBILITIES

Occupying 240 picturesque acres in Henrietta, NY, Hillside’s Camp Possibilities provides eight one-week sessions every summer, and additional off-season programming in the spring and fall months, for youth served in Hillside residential and community-based programs.

Recreational activities are carefully curated around the specific therapeutic plans for youth in Hillside programs, whose personal situations can include social/emotional challenges, conditions related to trauma, and developmental and intellectual disabilities.

Research shows that a well-planned youth camp experience improves self-esteem, environmental awareness and peer relationships, and offers many other measurable positive outcomes.

Amanda

Honoring the family voice



Ten years ago, Amanda Marie's 12-year-old daughter Emma (pictured, top left) faced serious emotional issues that profoundly impacted both of them in different ways. "She was hurting. And I was terrified for her," Amanda recalls. While Hillside's services made a crucial difference for Emma, Amanda also received vital support from a Peer Advocate—a compassionate professional who, informed by first-hand experience, provided empathy and understanding for Amanda's struggles as a concerned caregiver.



Today, Amanda and her daughter have both emerged stronger from their journey—and as a Hillside Family Peer Advocate, Amanda uses her own lived experience to support other families of youth in care. As a partner to Hillside clinicians and direct-care teams, she helps parents like Annette Adamczak (left, with Amanda) navigate the care pathways that are established for their loved ones.



"There have been times when I don't know what we would have done without Amanda," Annette says. "She really understands what we're going through, because she's been there."



WATCH ONLINE: To view Amanda and Annette's full-length story, scan this QR code or visit [Hillside.com/stories](https://www.hillside.com/stories).

Amanda's video story was shot on the afternoon of Tuesday, November 19, 2024, at Hillside's offices and nearby locations in Warsaw, NY.



ABOUT PEER ADVOCACY AT HILLSIDE

When a youth or family needs support during challenging times, there's no substitute for the perspective of an individual with lived experience.

Peer Support Services are a vital part of Hillside's care community. Youth Peer Advocates are young adults who faced their own past challenges with help from Hillside or another agency, while Family Peer Advocates have had loved ones who needed professional support. All Peer Advocates empower youth and families by helping them connect to the right services, build life skills, and cultivate resiliency.

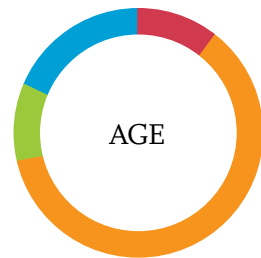
Following training and certification, Advocates join integrated Hillside care teams alongside other providers who work with youth and families in need. They work closely with clinicians and direct care providers to answer questions, offer a nonjudgmental ear, and build trust.

Hillside at a Glance

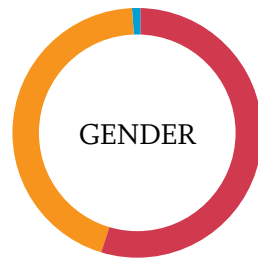
Those We Serve

DEMOGRAPHICS

Fiscal Year 2024



10% Birth-10 Years
 62% 11-18 Years
 10% 19-26 Years
 18% 27+ Years



55% Female
 44% Male
 <1% Non-Binary



29% Black / African American
 27% White
 12% Hispanic / Latino
 8% Multi-Racial
 24% Not Listed

YOUTH AND FAMILY OUTCOMES

Fiscal Year 2024

At the time of leaving select Hillside programs:

87% of clients were in a **permanent living situation** (living with their biological or adoptive families, or independently)

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

Based on surveys conducted with those served by Hillside:

78% of families were **highly satisfied** with services received, and **highly likely** to recommend Hillside programs to family members or friends

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

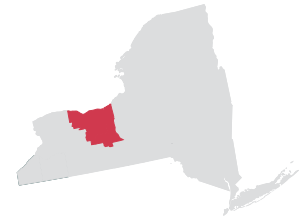
From home-based support to juvenile-justice diversion programs, an array of services channel research-informed practices into the lives of the youth and families with whom we partner.

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).

Regional Profiles



3,800

Total Families Served in the Monroe Region*

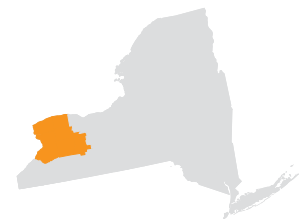
Monroe Region

Monroe, Ontario, Seneca, Wayne and Yates counties

- 970+ Employees
- 3 Day Treatment Sites
- 6 Individual Residential Alternative (IRA) Group Homes (39 beds)
- 2 Residential Campuses:
 - Crestwood Campus in Chili (34 beds)
 - Monroe Campus in Rochester (100 beds)
- 17 HWSC Sites in Monroe County Schools
- 1 Community-Based Team Office

FAMILIES SERVED, by Service

412 Care Management for Adults**	438 Home- and Community-Based Services
294 Care Management for Children**	231 Permanency Services
408 Day Treatment Education	353 Preventive Services
45 Developmental Disabilities	264 Residential Treatment
134 Early Childhood Development	1,464 Youth Development
38 Family Development	
56 Foster Care	



1,214

Total Families Served in the Western Region*

Western Region

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

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

FAMILIES SERVED, by Service

232 Care Management for Adults**	259 Home- and Community-Based Services
400 Care Management for Children**	42 Permanency Services
25 Developmental Disabilities	147 Preventive Services
64 Early Childhood Development	51 Youth Development
120 Family Development	
144 Foster Care	



2,813

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

- 345+ Employees
- 3 Community-Based Team Offices
- 1 Day Treatment Site
- 1 Residential Campus: Finger Lakes Campus in Auburn (58 beds)
- 11 HWSC Sites in the Syracuse City School District
- 3 HWSC Sites in the Utica City School District
- 1 HWSC Site in the Binghamton City School District

FAMILIES SERVED, by Service

378 Care Management for Adults**	144 Home- and Community-Based Services
594 Care Management for Children**	96 Permanency Services
33 Day Treatment Education	40 Preventive Services
19 Family Development	93 Residential Treatment
54 Foster Care	1,476 Youth Development



535

Total Families Served in the Southern Tier Region*

Southern Tier Region

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

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

FAMILIES SERVED, by Service

103 Care Management for Adults**	7 Permanency Services
204 Care Management for Children**	80 Preventive Services
30 Foster Care	51 Residential Treatment
189 Home- and Community-Based Services	



420

Total Families Served in Prince George's County*

Prince George's County, MD

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

FAMILIES SERVED, by Service

420 Youth Development

*Total served may differ from the sum of all program areas due to individuals being enrolled in multiple programs.

**Care Management totals include children and adults actively enrolled at any point during the fiscal year.



“You’d be surprised what the kids can teach you”

Keyonne Teagle
2024 CHAIR'S AWARD WINNER



Each Impact Report includes a profile of the recipient of that year’s Chair’s Award, earned by an employee whose above-and-beyond service exemplifies our mission.

Pictured above: Keyonne Teagle first learns of his award recognition from Hillside Past Chair Jill Knittel.

Like a lot of young people, Keyonne Teagle had dreams of a successful career as a professional athlete—but unlike many kids, he also had the skills, drive and early college successes to suggest those dreams were attainable.

“I had a touch of the glory of basketball and got to enjoy it,” he recalls. “My goal was to make a living at it, and I was doing well...but I got injured three times. It wasn’t my thing, I guess.”

His last injury forced Keyonne to seek another calling, and he found it in helping others. In 2002 the Queens, NY, native relocated to Rochester, and since 2004 he’s been an enthusiastic member of the Hillside team—including working for the past 13 years as a Youth Advocate for the Hillside Work-Scholarship Connection program.

Keyonne’s consistent dedication has instilled him in a sense of purpose, and helped him make a difference in countless young lives. “It builds me up, coming to work and seeing the kids, helping them rectify the problems that they face and giving advice they can carry into the

community,” he says. “And when they tell me ‘Thank you. I needed to hear that,’ that helps me along the way.”

Among the many dividends of his long Hillside history has been seeing the longer-term results of his commitment to vulnerable youth. Keyonne recalls a student who graduated high school with a full scholarship to study law, and another who eventually became an accountant. The latter alumnus later returned to share life lessons with Keyonne’s current students at Greece Athena High School. “They’re doing big things in life. Those are the success stories. I’m so proud of them.”

Keyonne gives credit for his longevity to his peers and the current and past supervisors who have provided support and guidance. “I always want to elevate my skillset—every day, I try to do better and be better, and never sell myself short. These young men and women need that from us.

“But you’d be surprised what the kids can teach you, too,” he adds. “These students are phenomenal. I’m so privileged to be a part of their lives. And I owe it to Hillside.”



The Chair’s Award recipient is honored each year at Hillside’s Annual Meeting, held in May.

At top: Keyonne is shown with Jill Knittel, Past Chair, Hillside Board of Governors; Maria Cristalli, President & CEO; and Rod Green, Executive Director, Hillside Work-Scholarship Connection.

Middle: Keyonne is pictured with one of his many family members who attended the May event.

Bottom: Keyonne advises one of his students at Greece-Athena High School.

Thank You, Donors!

The following list reflects donors who made gifts to Hillside between July 1, 2023 and June 30, 2024. Your generosity directly supports our mission to help vulnerable youth, adults and families overcome their challenges and achieve the stronger futures they deserve.

Your donations make a profound impact in countless lives, every day.

Although we have strived to appropriately recognize our 2024 donors in these pages, we hope you will report any errors to the Hillside Foundation at (585) 256-7515 or hcf@hillside.com to ensure the accuracy of future acknowledgments.

\$100,000+

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William Eggers &
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\$10,000+

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Elizabeth August
Jim & Juli Boeheim Foundation



A Transformational Gift from B. Thomas Golisano

In September, Hillside and all of Upstate New York benefited from an extraordinary act of generosity from B. Thomas Golisano: the noted entrepreneur, philanthropist and civic leader announced a gift of \$360 million in combined donations to 82 upstate organizations—including a \$5 million unrestricted gift to Hillside.

“I’m thrilled to provide support to the Upstate New York community, to the region where I built my life and my business,” said Mr. Golisano. “I know that there are many organizations doing great work and understand that running a nonprofit is not easy, facing both opportunities and challenges.... I am impressed with these organizations’ dedication and innovation.”

Mr. Golisano’s gift to Hillside, to be distributed over five years, will initially benefit the substantial renovations planned for our Crestwood Campus in Chili.

“All of Hillside is deeply grateful for this transformational gift,” said Maria Cristalli, Hillside President & Chief Executive Officer, adding that the award serves as “a profound testament to the impact of our talented staff, and their commitment to the youth, adults and families we serve.”

More details on the Crestwood project will be announced during the year to come at [Hillside.com](https://www.hillside.com).

“A testament to the impact of our talented staff, and their commitment to the youth, adults and families we serve.”

— Maria Cristalli



Donor Spotlight

REDCOM

“We treasure REDCOM’s wonderful support, and their belief in our mission.”
— Calista Amering

Community support keeps #HillsideStrong, and REDCOM has been among our agency’s most committed corporate supporters for years—with a particular focus on Hillside’s annual Special Santa program.

Each year since the late 1980s, employees at the Victor, NY, based telecommunications firm have collaborated to raise funds in support of Hillside’s annual holiday drive. Their 2023 gift of \$11,075 (pictured) represented weeks of dedicated activity by dozens of REDCOM employees—and as of this writing, they’re working on a 2024 donation that will brighten another holiday season for countless youth served by Hillside.

“We are always pleased to support Hillside’s Special Santa program,” said Dinah Gueldenpfennig Weisberg, REDCOM Chief Executive Officer. “It’s heartwarming to see the generosity of our employees, and of course we are delighted to contribute to the smiles of the children.”

“Our annual Special Santa program goes above and beyond Hillside’s traditional services to bring smiles to the faces of vulnerable children in our programs,” said Calista Amering, Hillside Chief Advancement Officer. “We treasure REDCOM’s wonderful support, and their belief in our mission.”

Thank you, REDCOM—and thanks to all our donors!

For information about creating a private fundraiser benefiting Hillside, contact the Hillside Foundation at [585-256-7515](tel:585-256-7515) or hcf@hillside.com.

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Willow Street Foundation

Every Gift Makes a Difference!

In addition to the donors listed here, we deeply appreciate the community of **1,106** Hillside donors who each gifted up to \$999 during our 2024 fiscal year, for a collective impact of **\$145,865**.

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 you 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)

Richard J.* & Elizabeth J. Alexander*

Ross Anderson*

Burton S. August^{o*}

Jan. L. August

Robert & Amy August

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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, EdD

Ernestine White Murray Chandler*

Derek* & Janice Chapman*

Sarah S. Clapp*

David L. Cleary*

Clyde & Karen Comstock^o

Barbara J. Conratt

Amy L. Cosgrove*

Lawrence Crawford

Maria E. 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*

Barbara H. Hargrave^{o*}

Ann Hayslip

Preston Henderson

A. Thomas Hildebrandt

Austin E. Hildebrandt*

J. Lawrence Hill, Jr *

Robert C. Horton*

Samuel T. Hubbard*

Alan* & Elizabeth Illig^{o*}

Robert M.* & Ruth E. Johnson*

Francis D. Jung^{o*}

Louise H. Klinke*

Dr. Gerald W. & Liisa 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

Jeffrey Martin

Myles McHale, Jr,^o

& Amy McHale

Dr. Robert S. Menchel^o

& Carol D. Menchel*

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*

W. Winslow & Pamela Schrank

Paula & Steven Smith

Margaret E. Somerset^o

Jane W. Steinhausen^{o*}

David J. & Karen Stoddard

Kate Louise Trahey*

Mary G. Tuthill*

R. Marsden Tuthill*

Marjorie Van Demark*

David A. Vasile^o

Barbara Schmucker Whittemore

John E. Wise

^oCharter Member

*Deceased



Community support for Hillside took many forms in 2024!

In May, volunteers from First American Equipment Finance helped prepare Camp Possibilities for another summer season. Later that month, employees from Excellus BlueCross BlueShield, Paychex, Lewis Services and NYSUT volunteered at our Monroe and Crestwood campuses.

In August, Wegmans employees rolled up their sleeves at our Finger Lakes Campus, and three teams of volunteers pitched in to help with maintenance and organizational projects at the HWSC Solace Campus in Syracuse.

And in December, KeyBank employees — led by Vince Lecce (center), KeyBank Rochester Market President — came to the Rochester headquarters of our Special Santa program to sort donated gifts that were soon on their way to youth in our programs. KeyBank returned as the Presenting Sponsor for Special Santa in 2024, and we couldn't be more grateful.

Many thanks to all our volunteers, and to the United Way of Greater Rochester and the Finger Lakes, the United Way of Cayuga County, and the United Way of Central New York for their continuing support!



Year in Review

FEBRUARY 2024



A partnership between Subaru of America, Inc., and Operation Warm brought a donation of 120 new pairs of shoes, for youth in care at our Monroe and Crestwood campuses. Many thanks to our friends at Garber Subaru Rochester for making this happen!



MARCH 2024

Hillside hosted a delegation from Ukraine, who came to Rochester as part of a 10-day U.S. tour seeking collaborative ideas to support Ukrainian children impacted by trauma. The Ukrainian delegation spent two hours discussing Hillside programs and how contemporary service models might be adopted in their war-torn country.

APRIL 2024



A ribbon cutting at the Syracuse HWSC campus celebrated new student technology tools made possible by donations from Northwestern Mutual, Berkshire Bank Foundation, the Green Family Foundation and the Central New York Community Foundation. Many thanks to Mayor Ben Walsh and other leaders for joining us on this exciting day!

APRIL 2024



Cloudy skies couldn't dampen the excitement of experiencing a total solar eclipse. Students in Hillside schools prepared with special lessons in the days before the event, and youth gathered at different locations for fun and games, eclipse cookies and more. The big moment brought a dramatic nighttime sky—at 3:21pm!

AUGUST 2024



Fifteen HWSC students representing five Syracuse high schools toured the Micron Technology facility in Manassas, VA, to learn about the tech industry that's rapidly growing in the Syracuse area—including Micron, which is coming to Central New York. We're so grateful to Micron for hosting our students!

FEBRUARY 2024



One of two Hillside Family Opportunity Centers opened to the community at our Mustard Street offices in Rochester. (Hillside's first FOC opened in Syracuse in 2023.) The drop-in center, funded by the New York State Office of Children and Family Services, provides preventive services to families on an as-needed basis.

MARCH 2024



Hillside was invited to march in the Tops Rochester St. Patrick's Day Parade, part of being recognized as the parade's 2024 Community Organization. The agency was nominated by Chris Shalvoy, whose adoption was coordinated by Hillside when he was an infant in 1959; he's recently been working with Hillside to find records related to his adoption.

MARCH 2024



Hillside was proud to host NYS Lt. Gov. Antonio Delgado, who visited the Monroe Campus in Rochester to discuss agency programs and priorities, and to tour a residential unit and the classrooms at our Andrews-Trahey School.

JUNE 2024



Youth in program were curious about the new Brain & Body Shop, a sensory room that opened its doors on our Crestwood Campus. Carefully selected games and activities help individuals with sensory challenges self-regulate and engage in classroom and therapeutic activities. Community support made the Brain & Body Shop possible: We thank our donors for their generosity!

SEPTEMBER 2024



Nearly 100 statewide child-and-family services leaders—including government funders, elected officials, regulatory agencies and provider organizations—met at our Rochester conference center for a daylong event to explore solutions for youth with unmet complex needs. The day was organized and led by the Monroe County Department of Human Services.

Financial Performance

Program Impact

July 1, 2023 through June 30, 2024

8,721

Total Families Served***

SERVICES	REVENUES	FAMILIES SERVED
Care Management for Adults	\$2,661,906	1,125*
Care Management for Children	\$6,890,928	1,518*
Day Treatment Education	\$19,495,465	441
Developmental Disabilities	\$12,285,714	70
Early Childhood Development	\$323,125	198
Family Development	\$754,011	177
Foster Care	\$6,775,344	286
Home- and Community-Based Services	\$5,644,789	1,030
Permanency Services	\$2,810,876	391
Preventive Services	\$4,238,391	620
Residential Treatment	\$68,746,629	408
Youth Development	\$10,640,726	3,441
Total Services	\$141,267,903	
Philanthropy and Other	\$3,714,109**	
Total Revenue	\$144,982,012	

*Care Management totals include children and adults actively enrolled at any point during the fiscal year.
 **Philanthropy and other revenues support services across regions above and beyond amounts presented.
 ***Total served may differ from the sum of all program areas due to individuals being enrolled in multiple programs.

Fiscal Year 2024 Report

Operating Report

Year ended June 30, 2024

OPERATING REVENUES

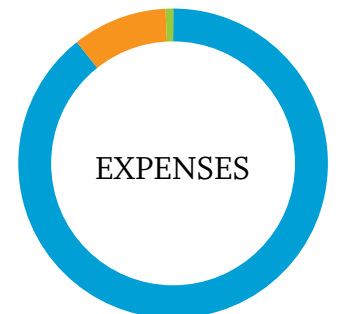
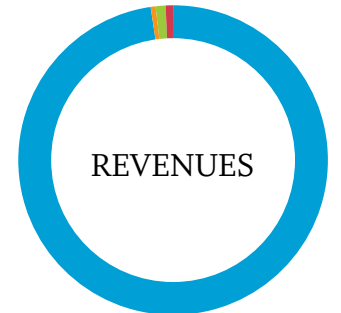
Reimbursement from Government Agencies (fees for service)	\$141,795,045	98%
United Way	\$692,999	<1%
Public Support	\$1,438,114	<1%
Other Revenue	\$1,055,854	1%

Total Operating Revenues..... **\$144,982,012**

OPERATING EXPENSES

Services	\$125,323,783	89%
Management and General	\$14,590,834	10%
Fundraising	\$925,113	1%

Total Operating Expenses..... **\$140,839,730**



Summarized Consolidated Balance Sheet

At June 30, 2024

Cash and Investments	\$51,756,675
Accounts Receivable	\$23,393,585
Property	\$32,117,941
Other	\$10,237,641

Total Assets..... **\$117,505,842**

Liabilities	\$59,514,384
Net Assets	\$57,991,458

Total Liabilities and Net Assets..... **\$117,505,842**

Board Members AND 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

James C. Haefner
Chair

Melissa N. Gardner
Vice Chair

Christopher B. Eckert
Treasurer

Anne L. Komanecky
Secretary

Jill Knittel
Past Chair

Maria E. Cristalli
President & CEO

GOVERNORS

Virginia Biesiada O'Neill

Caroline A. Critchlow, EdD

Richard A. Dougherty

Richard Feldman, PhD

Victoria G. Hines

Karen W. McDermott, PhD

Ann Montgomery

Christopher J. Richardson, DO,
MBA, FACOS, FACS

Efrain Rivera

Michael F. Stapleton, Jr

GOVERNORS EMERITI

Nancy L. Castro, EdD

Roger B. Friedlander

Monica L. Monte

Robert B. Stiles

Hillside Foundation Board of Trustees

OFFICERS

Michael F. Stapleton, Jr
Chair and Treasurer

James C. Haefner
Vice Chair

Maria E. Cristalli
Secretary

Regional Advisory Councils

With Hillside's broad geographic reach, community-based perspectives are essential. Our Advisory Council members help us remain responsive to the diverse needs of the communities we serve.

PRINCE GEORGE'S COUNTY

Quincy Boyd, EdM

Ayana Douglas

Franklin Chambers, PhD

Henry Davis

Kirk Blackman

Kym Taylor

Verlinda Darden

Howard Stone, Jr
Advisor Emeritus

SYRACUSE

Maddie DiGristina

Tim McDevitt

Pamela Odom

Virginia Biesiada O'Neill

Jonathan Stadin

Denise Valdes

Robert Linn
Advisor Emeritus

Leadership

CHIEF EXECUTIVE TEAM

Maria E. Cristalli
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

VICE PRESIDENTS & EXECUTIVE DIRECTORS

Ann Cott
*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*

Marsha Whitley
*Executive Director, Developmental
Opportunities Services*

Social Media

Follow Us, and Expand Our Community!

Success takes many forms in the Hillside community—and we celebrate them all throughout the year, on our website and in social media.

Please be sure to **follow Hillside** on Facebook, Instagram, LinkedIn, YouTube and X: on those platforms you'll see new chapters in our *Stories of Hillside* campaign as they're released, as well as the latest Hillside news, events and announcements—and how you can get involved.

While online, please join the conversation by **commenting** on the Hillside content that means the most to you. And whenever you see posts that may be of interest to your friends and family, please **share** them with your own social media networks.

Thank you for helping to share our stories!





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

