



Meet: *Jackie*



# Meet: Jackie

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Meet Jackie Gilchrist. A worker. A roommate. An artist. A friend.

These are the characteristics I came away with after completing my last semester project assignment with Jackie through my photojournalism class at Ball State University. I chose to work with Hillcroft Services because I am passionate about what their services provide for the Muncie community. As a photojournalist I strive to capture people in their environments and portray them in a light that makes them unique to the world around them, and this is how I hoped to capture Jackie. I knew this project was going to require a lot of time and commitment. What I did not know was the eventual attachment I would gain for Jackie and her five housemates.

One of our first introductions was through Very Special Arts (VSA) classes. Friday afternoons provided a great opportunity for me to get to know Jackie. I quickly picked up on the influence of her infectious smile and positive attitude on others while she was working on her paintings, crafts and musical projects. The classes were something I started looking forward to at the end of a long, stressful school week. Because I realized how much Jackie was enjoying herself, I found myself putting down the camera more often to participate with her.

I was also able to get to know Jackie in her own environment – her group home on Elm Street. I captured her spending time with her housemates, doing daily chores and learning life skills from one of her group home managers, Deanna. I discovered the importance of Fridays when the women got to spend their weekly earnings at a restaurant of their choice. The night I attended was an outing to a Chinese restaurant. Jackie loves all food, but I would confidently say her favorite is Chinese. Eating out with her housemates was special to me because I felt included in their “family.” I was even invited to a retirement party for Virginia, one of the Elm Street resident’s. It was an evening I will not soon forget.

Another unforgettable event was having the opportunity to go with the ladies to an Elvis impersonator show at the Paramount Theatre in Anderson. I knew Elvis was Jackie’s favorite singer and her reaction when the curtain rose was catching. Jackie could not contain her excitement throughout the concert; she danced in her seat and in the aisle during each song. Even though I am not a big fan of Elvis, I could not help but sing and clap along with her.

As the months in the semester went by, I found myself to be more of a friend to Jackie than a student fulfilling the duties of a project. I remember turning in the final version and thinking that the grade did not really matter. I knew I had personally achieved something much more.

The relationships I gained from this experience continue to be special to me. On my graduation day I even took my dad to meet Jackie and her housemates.

Even though my college days at Ball State are over, I plan to stay in contact. I have gained so much from my experience with Hillcroft and Jackie. She taught me not to take life too seriously and to smile even when times are stressful. But, most importantly, she taught me about being a friend.

Photos of Jackie were provided by



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Jackie enjoying Scott Zion as Elvis in concert at the Paramount Theatre in Anderson.

**“Another unforgettable event was having the opportunity to go with the ladies to an Elvis impersonator show at the Paramount Theatre in Anderson. I knew Elvis was Jackie’s favorite singer and her reaction when the curtain rose was catching. Jackie could not contain her excitement throughout the concert; she danced in her seat and in the aisle during each song.”**

- Natalie Greer

**H**illcroft Services, Inc. provides residential, employment, therapy, recreation, camping and community support services to individuals with disabilities in a ten (10) county area in Indiana.

Our mission is: "To provide innovative services and supports for People with disabilities and their families; resulting in extraordinary differences in People's lives." Hillcroft is focused on creating a culture of strong values, understanding the importance of ethical behavior, and maintaining high quality services to the people we serve.

Hillcroft continued to provide outstanding services and received high levels of client satisfaction this past year. Fiscal Year 2010 continued to report an overall satisfaction rate of 99%. This benchmark again reinforces the fact that employees at Hillcroft have a passion for the people we assist and that the clients approve of their services. We served more than 4,300 individuals with approximately 280 staff from July 1, 2009 through June 30, 2010.

Due to the national recession occurring at this time, Hillcroft faced many challenges. Among these challenges were drastic rate cuts to our residential and employment services programs, which required us to examine structures and processes in order to accommodate the drastic funding cuts. In the face of these adversities, Hillcroft still continued to produce positive results for our clients.

We were awarded another 3 year accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities). This is the highest certification possible through this state mandated process. In addition, Camp Isanogel received a 3 year accreditation from ACA (American Camp Association). Hillcroft also embarked on a new venture in June of 2010. We opened our new ABA (Applied Behavior Analysis) Clinic which is located in Muncie, Indiana. It is the only clinic offering behavioral treatment for children with autism spectrum disorders in the East Central Indiana area. This new initiative gives families a local alternative for services

that were not currently being provided in this area. We have partnered with Ball State University to bring this dream to reality.

Hillcroft has a desire to expand services and develop additional partnerships with other organizations. We are continuing with our vision of building sustainability for our future growth and we realize developing life-long partners is vital in fulfilling that goal. Hillcroft understands that our success and the success of the individuals served is a tribute to the wonderful partnerships we have within the communities we serve.

We appreciate your interest and investment in our organization and the people with disabilities that we serve. Thank you for your continued support of Hillcroft and our Mission.

Sincerely,

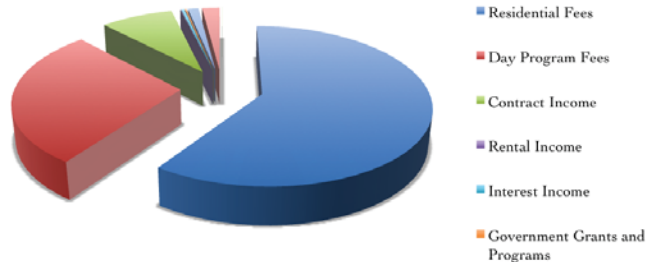
Debbie Bennett, CEO      David Karnes, Board Chair



## Statement of Activities for the Year Ended June 30, 2010

	Unrestricted	Temporarily Restricted	Permanently Restricted	Totals
<b>REVENUE AND PUBLIC SUPPORT</b>				
Revenue:				
Residential fees	\$ 6,788,116			\$ 6,788,116
Day program fees	3,204,388			3,204,388
Contract income	944,667			944,667
Rental income	5,768			5,768
Interest income	40,964			40,964
Loss on disposal of property and equipment	(10,279)			(10,279)
Other income (expense)	(23,121)	\$ 24,583		1,462
<b>Total Revenue</b>	<b>\$ 10,950,503</b>	<b>\$ 24,583</b>		<b>\$ 10,975,086</b>
Public Support:				
Government grants and programs	\$ 19,650			\$ 19,650
United Way allocation	139,225			139,225
Contributions and bequests	228,815			228,815
<b>Total Public Support</b>	<b>\$ 387,690</b>			<b>\$ 387,690</b>
<b>Total Revenue and Public Support</b>	<b>\$ 11,338,193</b>	<b>\$ 24,583</b>		<b>\$ 11,362,776</b>
<b>NET ASSETS RELEASED FROM RESTRICTIONS</b>				
	\$ 16,174	\$ (16,174)		
	<b>\$ 11,354,367</b>	<b>\$ 8,409</b>		<b>\$ 11,362,776</b>
<b>EXPENSES</b>				
Adult services	\$ 1,462,802			\$ 1,462,802
Children's services	205,914			205,914
Workshop	2,981,264			2,981,264
Residential services	5,366,819			5,366,819
Fundraising	84,109			84,109
Isanogel	278,111			278,111
Administrative	1,274,196			1,274,196
<b>Total Expenses</b>	<b>\$ 11,653,215</b>	<b>\$ -0-</b>	<b>\$ -0-</b>	<b>\$ 11,653,215</b>
<b>CHANGE IN NET ASSETS</b>	<b>\$ (298,848)</b>	<b>\$ 8,409</b>	<b>\$ -0-</b>	<b>\$ (290,439)</b>
<b>NET ASSETS AT BEGINNING OF PERIOD</b>	<b>4,610,747</b>	<b>84,433</b>	<b>209,061</b>	<b>4,904,241</b>
<b>NET ASSETS AT END OF PERIOD</b>	<b>\$ 4,311,899</b>	<b>\$ 92,842</b>	<b>\$ 209,061</b>	<b>\$ 4,613,802</b>

Hillcroft's Sources of Income:  
Revenue and Public Support





# At HOME:



Through Hillcroft's Residential Services, direct care professionals work with clients in their own homes. Our staff works with each client to develop his or her skills in the areas of money, housekeeping, hygiene and other day-to-day chores.





## At WORK:

Cannon Industries employs people with disabilities to fulfill subcontracted work for local businesses. Clients work on various jobs based on their skills.

The work that our clients perform in Hillcroft's workshops allow them to be productive members of the workforce and contributors to the local economy.

Hillcroft has workshops in Muncie, New Castle and Franklin, Indiana.





# At VSA:



VSA arts of Indiana and Hillcroft Services partner together to provide access to the arts for people of all ages and ability levels in East Central Indiana through music, movement, art and other forms of expression.



# Hillcroft Services, Inc. would like to thank the people

Lisa & Larry Abrams  
Denise Abrams  
Jennifer Abrell  
Kenneth Addington  
Brian & Jane Allardt  
Bryce Anderson  
Applebee's  
Edward Armantrout  
Alexis Armstrong  
Arts Place  
Joe & Susan Ashcraft  
Sara Atkinson  
B & B TOOL  
Charles & Joycelyn Baer  
Brian Bahlmann  
Abby Bahlmann  
Joanie & Dave Bahlmann  
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Bruce & Connie Baldwin  
Joe & Anna Bales  
Dr. Philip Ball  
Ashlee Bane  
Barker Rentals  
Nancy Barnett  
Ramona Bauchert  
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Clock  
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Elm Ridge Funeral Home  
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First Merchants Corp.  
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Connie & Tom Honn  
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Thomas Jarvis  
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Jackie Johnson  
Mary Johnson  
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Christy Jones  
Debra Jones - Price  
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Shirley Law King  
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Lindsay Miller  
Thomas Miller  
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Yvonne Mohler  
Mckensie Monroe  
Ray Montagno  
Edward & Delores Moran  
Rita Morgan  
Rich & Rhonda Mousty  
Muncie Electrology Clinic  
Muncie Office Supply  
Muncie Wing It, LLC  
Munseetown FCU  
MutualBank  
Robert Myers  
Rita Nale  
Jim & Linda Needham  
Monte & Dawna Needler

# and businesses who generously donated this past year.

Don & Pam Nicholas  
Noodles & Co.  
Normandy Flower Shop  
Linda Norris  
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Jennifer Nye  
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Mike & Brenda Wright  
Evelyn Wyatt  
John & Beverly Zgunda



**Hillcroft Streeter location.**

## ***MISSION STATEMENT:***

*Our mission is to provide innovative services and supports for People with disabilities and their families, resulting in extraordinary differences in People's lives.*



## We would also like to thank our in-kind donors for their contributions.

Abby's Candles  
 Albany Family Dentistry  
 Applebee's  
 Ashcraft Jewelers  
 Auntie Anne's  
 Ball State  
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 Ideas Plus  
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 Tropical Shaved Ice  
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 Wayne Janitorial Supplies  
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 Wendy's  
 Scotty Zion  
 Phil Carter  
 Emens Auditorium  
 Fazoli's  
 McDonald's  
 Muncie Symphony  
 Paramount Theatre - Anderson  
 Showplace Lawn and  
 Landscaping - Pendleton  
 Wasson Nursery



Hillcroft's Walnut Street location

## Our Grantors:

- United Way of Delaware County
- The Community Foundation of Muncie & Delaware County
- INDOT 5310 (Indiana Dept. of Transportation)
- City of Muncie - Community Development
- George & Frances Ball Foundation
- TJX (TJ Maxx)
- Kappa Delta Sorority
- Hays & Sons
- The Yorktown Fund (The Community Foundation of Muncie & Delaware County)
- Madison County Community Foundation
- Henry County United Fund
- First Presbyterian Church
- Morris Youth Fund (The Community Foundation of Muncie & Delaware County)
- Rotary Foundation
- Indiana Dept. of Education & BSU Autism Grant
- Delaware Kiwanis
- Anderson Kiwanis
- Interlock Autism Support Group
- Mayor Ballard's Crime Prevention Grant
- Muncie Elks Club
- Alexandria Elks Club
- Prevent Child Abuse Council
- Grainger, Inc.
- VSA arts of Indiana



## OUR LOCATIONS:

### **Main Office**

114 East Streeter Avenue  
Muncie, IN 47303-1999  
765-284-4166

### **Employment Services Center**

4105 North Walnut Street  
Muncie, IN 47303  
765-281-6912

### **ABA Clinic**

920 West Main Street  
Muncie, IN 47305  
(765) 281-6918

### **Isanogel**

7601 West Isanogel Road  
Muncie, IN 47304  
765-288-1073

### **New Castle**

501 New York Avenue  
New Castle, IN 47362  
765-529-7630

### **Marion Employment Services Center**

The Centrum Building  
428 West Washington Street  
303-1A  
Marion, IN 46953  
765-662-2015

### **Franklin**

400 North Forsythe Street  
Franklin, IN 46131  
317-738-9514

### **VSA at Hillcroft Services**

202 East Haines Street  
Muncie, IN 47303  
765-281-6912



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Please visit us at [www.hillcroft.org](http://www.hillcroft.org).