

**Hillcroft**<sup>®</sup>

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*Past  
Present  
Future*



2010-2011 Annual Report

# *Hillcroft Mission Statement:*

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

We do our jobs everyday with

*Leadership*  
*Integrity*  
*Professionalism*  
*Innovation*  
*and Trust*

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# Past

## The Background of Hillcroft Services

“A heart is not judged by how much you love but by how much you are loved by others.” When you think about the “heart” of Hillcroft, you can look no further than to Jeanette Taylor, the last surviving member of the three founding families - the Satryan’s, the King’s, and the Taylor’s.

Since the beginning of Hillcroft, we have undergone many name changes such as *Delaware County Council for Retarded Children, Inc.*, to *Delaware County Council for Retarded Citizens, Inc.*, to *Hillcroft Center Inc.*, and finally to *Hillcroft Services, Inc.* We took immediate action after being founded in 1952 by starting a school room located at Middletown Gardens, because the city schools were unable help us, saying that they, “...needed to take care of their normals first.” To enhance our program, we hired a bus driver to transport the 22 children we had enrolled, which was all we could accomodate. In November 1953, we attended our first State Convention in Indianapolis where we accepted the invitation to join the Community Welfare Council and had two people on the Legislative Committee.

1953 - Muncie Council for Retarded Children established (now Hillcroft Services)  
(photo: below)



1973 - Supported Employment starts

1974 - Adult Daily Living (ADL) program begins

1975 - Completion of Hillcroft Center and establishment of the residential program  
(photo: right)



1990 - Omnibus Budget Reconciliation Act (OBRA) program begins  
(photo: above)

We purchased our first workshop in 1958 through a government grant and started testing applicants for the Workshop for Vocational Rehabilitation.

Since then, Hillcroft began creating the services it is known for today. Our current services include: Adult Daily Living (ADL), Omnibus Budget Reconciliation Act (OBRA), Art and Recreation, Behavior Services, Cannon Industries, Employment Services, Residential Services and the Applied Behavior Analysis (ABA) Clinic.

We are dedicated to providing innovative services and supports for people with disabilities and their families. We provide housing, education, and employment opportunities for adults. One major accomplishment has been the growth of Cannon Industries, an industrial division of Hillcroft Services, Inc., which provides employment for adults with disabilities to work alongside non-disabled workers.



2003 - Cannon Workshop opens on North Walnut St.

Isanogal began in 1950, but in 2007 Isanogel and VSA Arts of Indiana programs became a part of the Hillcroft family.



## Enriching Lives In The *Present*

A look at the departments of Hillcroft Services  
and what is being done today



ABA Clinic



# GROWTH

**The ABA Clinic is client-focused. We work with children with autism spectrum disorders to meet their unique needs.**

**The ABA Clinic is family oriented. Our programs include family training and support as well as a positive environment.**

**All of our direct therapists are required to have a bachelor's degree in Special Education, Psychology, Education or related field. Prior to providing therapy in the clinic setting each therapist completes approximately 30 hours of on-line and face to face training in areas such as introduction to Autism, Effective Teaching Techniques, Behavior Modification, Motivating Operations, Establishing Operations and Behavioral Measurement. In addition to this training, all employees working in the ABA Clinic are certified in CALM Training. CALM is a 16 hour training that addresses de-escalation of aggressive behavior.**

**The ABA Clinic opened in June 2010 and has served 30 children in the last fiscal year. We hope to grow to 40 clients within the next year. In just a little over a year of operation, family satisfaction has reached 87% and satisfaction with clinic setting services has hit 100%.**



Independence





# Residential Services

Our staff provides a fun, secure and worry-free environment for our clients through group homes, supported living and respite services. Clients receive 24 hour care in group homes or supported living settings with the assistance of our staff while developing lifelong friendships with fellow housemates. We provide assistance with cooking, money management, shopping, transportation and social interactions for our clients that live independently in the community. We truly care about our clients' well-being and take them on weekly outings such as going out to dinner, bowling, working out, and numerous Hillcroft events.

All primary caregivers need a break once in a while, which is why we also provide respite services. Temporary aid is provided for primary caregivers when an errand needs to be run or an emergency arises. Our residential services program provides the best environment for reaching each individual client's full potential.



Cannon Industries



# Employment

Cannon Industries offers our clients a unique opportunity to work full time, earn a paycheck and feel valuable as a member of a labor force. Clients perform a variety of tasks while learning needed work related skills.

Developmental Workshop Services allows our experienced staff the opportunity to work hand-in-hand with our clients to develop appropriate communication and workplace behaviors. Clients can also receive specialized community training.





# Dependable

At Hillcroft, we prepare individuals with disabilities to meet the employment needs of East Central Indiana.

Our employment consultants have matched individuals with disabilities with local businesses for more than 20 years. Over 200 companies in Muncie and East Central Indiana have hired our dependable employees.

Our Employment Services program placed 50 individuals with disabilities in the community this past fiscal year. The average wage per placement was \$7.87 per hour and our clients worked 28 hours per week on average.

Hillcroft's Employment Services program did experience trials due to the condition of our nation's economy and state unemployment levels but our satisfaction rates held their own. When surveyed, both employers and clients reported 100% satisfaction.



# Employment Services

# ADL

In the 2010-2011 fiscal year, ADL assisted more than 71 individuals with disabilities, despite funding cuts involving this service.

The Adult Daily Living (ADL) program provides assistance in functional skill development that maximizes life skills for adults with disabilities. Our staff assists individuals in group settings in both the classroom and community.

ADL is a program that our participants really enjoy. Therefore, we will continue to work on efficiencies and potential grant funding to further provide those we serve with opportunities to increase independence. The ADL program is supported by Medicaid Waivers, State Line funding and Private Pay and primarily offered in Delaware County.

## ADL Activities include:

- Arts & Crafts
- Daily Living Skills
- Communication
- Community Living
- Computers
- Driver Education
- Exercise and Fitness
- Family Development
- Functional Academics
- Nutrition Education
- Health and Safety
- Hygiene Grooming and Dress
- Leisure/Hobbies
- Personal Finance
- Self Direction
- Social Skills
- Self-care
- Sensory-Motor Development
- Socialization



# ADL/OBRA

## OBRA

The Omnibus Budget Reconciliation Act (OBRA) assists in developing, increasing and maintaining functional living skills for developmentally disabled individuals who reside in nursing home facilities. Our staff works closely with each person served, his or her family and the nursing facility staff to create individualized activities within their community, based upon their needs and interests.

Every experience is designed to maximize our clients' independence and enhance their participation within their community.

During the 2010-2011 fiscal year, with the aid of the federal OBRA program, Hillcroft was able to assist 68 developmentally disabled individuals. We currently provide OBRA services to more than 22 nursing home facilities in five East Central Indiana Counties - Delaware, Madison, Henry, Grant and Blackford.





# Behavior Services

We take the question: “How do we make this happen?”  
– and make it a reality.





We provide support to children and adults with developmental disabilities and mental health/behavior issues through Behavior Services. Focusing on the clients' strengths and uniqueness, we use a proactive approach to behavior change and emotional wellness. We emphasize the wellness of our clients by trying to increase their relationships with their peers and other people. Our goal is to help our clients achieve their greatest potential through education, support and empowerment. Most important, we want our clients to live healthy and meaningful lives.

We have grown faster than any other Hillcroft program within the last year. We see the best in all of our clients and help them overcome barriers they may struggle with in their daily lives. Hillcroft has six behavior specialists/consultants, along with two full-time outpatient mental health therapists. They use a team approach – someone is always available and is willing to help

Hillcroft offers outpatient therapy services in the form of group counseling, facilitated by a clinical group therapist. Interested clients are organized into groups according to shared issues or growth needs. The program aids the groups in collectively and individually resolving their issues and growing in a positive direction. This program is funded through traditional Medicaid, Medicare and other insurance providers.



# Transitions



*Expression*





# Art & Recreation

Hillcroft Services Art and Recreation Program offers a wide variety of opportunities for children and adults of all ability levels to actively engage in recreation and arts activities. Art and Recreation programs are designed and implemented to serve as a social networking opportunity for all participants. Art and Recreation programs provide opportunities for children and adults ages 10 months and older and include visual arts, dance, music and summer camp programming.

Aspiring For An Even Brighter

# Future

Letter from the CEO:

Debbie Bennett



Hillcroft Services, Inc. had its beginnings in 1952, and since that time, has solidified a stellar reputation for providing quality services to people with disabilities. Each year, we grow stronger as we march through one trial after another meeting the needs of our clients.

*“Hillcroft is a wonderful agency and we will continue that legacy into the future.”*

This agency wrapped up another successful year in the face of ongoing governmental changes. As the State of Indiana continues to make modifications that directly impact the funds received by Hillcroft, proactive responses to those decisions are a priority.

This past year it became necessary to take measures to bridge the gap between our expenses and revenue due to Medicaid funding cuts and an increased need for services. There were many sacrifices made by staff in order to keep operations flowing with minimal impact on our clients. Staff endured position and wage freezes, benefit leave cuts, as well as medical insurance cuts and I am proud to say these measures were successful.

Amidst the trials there are always triumphs. Hillcroft was recruited to accept additional INDOT contracts to service the Greenfield Rest Stops on I-70 as well as their regional offices. Additionally, our new ABA (Applied Behavior Analysis) Clinic is now fully operational. It is the only clinic offering behavioral treatment for children with autism spectrum disorders in the East Central Indiana area. We are thankful for our partnership with Ball State University which allowed us to bring this dream to reality. Finally, our Therapy Services have also experienced growth over this past year. We are continuing to receive steady referrals and have begun to expand into Henry County.

Hillcroft has been around for over 58 years and we have grown so much in that time. As we are in the infantile stages of involvement with the Ticket to Work program as well as exploring the possibility of becoming a Home Healthcare agency, it is my dream that in the near future we can utilize master plans created for us by local architects to renovate and expand our buildings here in Muncie as well as Camp Isanogel. Our growth has arrived at the point that we desperately need additional square footage in order to meet the ever growing needs.

Hillcroft is a wonderful agency and we will continue that legacy into the future. We will continue to seek growth opportunities. We will continue performing with leadership, integrity, professionalism, innovation and trust, and most importantly Hillcroft will continue to provide outstanding services to people with disabilities.

Sincerely,

A handwritten signature in black ink that reads "Debbie Bennett". The signature is written in a cursive, flowing style.

Debbie Bennett  
President/CEO



# Financial Statement

STATEMENT OF ACTIVITIES (for the year ending on June 30, 2011)		Totals
<b>REVENUE &amp; PUBLIC SUPPORT</b>		
<b>Revenue</b>		
- Residential fees		6,77,194
- Day program fees		3,401,728
- Contract income		1,116,993
- Rental income		13,257
- Interest income		6,920
- Change in value of beneficial interest in endowments		33,050
- Other income		3,234
Total Revenue		\$11,346,376
<b>Public Support:</b>		
Government grants and programs		5,250
United Way allocation		99,351
Contributions and bequests		255,912
Total Public Support		\$360,513
Total Revenue and Public Support		\$11,706,889
<b>NET ASSETS RELEASED FROM RESTRICTIONS</b>		
		\$11,706,889
<b>EXPENSES</b>		
Adult services		1,423,295
Children's services		617,479
Workshop		2,933,339
Residential services		4,920,407
Fundraising		93,308
Isanogel		269,586
Administrative		1,398,546
Total Expenses		\$11,655,960
<b>CHANGE IN NET ASSETS</b>		50,929
<b>NET ASSETS AT BEGINNING OF PERIOD</b>		4,613,802
<b>NET ASSETS AT END OF PERIOD</b>		\$4,664,731

**STATEMENT OF FINANCIAL  
POSITION**

<b>CURRENT ASSETS</b>	
- Cash and Cash Equivalents	1,611,734
- Accounts Receivable	1,258,826
- Pledges Receivable (net)	63,925
- Prepaid Expenses	143,266
<b>TOTAL CURRENT ASSETS</b>	<b>\$3,077,751</b>
<i>PROPERTY &amp; EQUIPMENT (net)</i>	2,753,842
<b>OTHER ASSETS</b>	
- Beneficial Interest in Endowments	329,297
<b>TOTAL ASSETS</b>	<b>\$6,160,890</b>

<b>CURRENT LIABILITIES</b>	
- Accounts Payable	151,092
- Accrued Liabilities	631,276
- Current maturities of long-term liabilities	76,700
<b>TOTAL CURRENT LIABILITIES</b>	<b>\$859,068</b>

<b>LONG-TERM LIABILITIES</b>	
- Revenue Bonds	649,138
- Note Payable	64,653
(Less current portion above)	(76,700)
<b>TOTAL LONG-TERM LIABILITIES</b>	<b>\$637,091</b>
<b>TOTAL LIABILITIES</b>	<b>\$1,496,159</b>

<b>NET ASSETS</b>	
- Unrestricted	4,335,434
- Temporarily Restricted	120,236
- Permanently Restricted	209,061
<b>TOTAL NET ASSETS</b>	<b>\$4,664,731</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$6,160,890</b>

ASSETS  
LIABILITIES

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State Farm  
Swift & Associates CPAs Inc.  
T & H Sweeper  
T.L. Farris & Associates  
Taco Bell  
Taylor Sales  
Taylor University  
TBA & Oil Warehouse  
Teppanyaki Grill & Buffet, Inc.  
Terhune's, Inc.  
Texas Roadhouse  
The Island  
The Janitors Supply Co  
The Thompson Group  
Tire Barn - Muncie  
Tire Barn - New Castle

TJX Foundation, Inc.  
Toyota of Muncie  
Tracy Toole  
Tropical Shaved-Ice - New Castle  
Unified Group Services  
United Way of Delaware County  
Vera Mae's Bistro  
Victory Honda of Muncie  
Virginia Heating & Cooling, Inc.  
Vision Associates  
Vogue Cleaners  
Walls Furniture/Mattress  
Walmart  
Weber Office Equipment  
Weenee World - New Castle  
Westview Animal Clinic, Inc.  
WGE Credit Union  
Wholesale Carpet  
YMCA of Muncie  
Yorktown Community Schools  
Youth Opportunity Center  
YWCA of Muncie  
Zeta Kappa Chapter  
Ziebart

*Thank You!*



## All Locations:

- Main Office

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

- Franklin

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

- Employment Services Center

4105 North Walnut Street  
Muncie, IN 47303  
(765) 284-4166

- Marion Employment Services

The Centrum Building  
428 West Washington Street  
Marion, IN 46952  
(765) 662-2015

- ABA

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

- New Castle

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

- Art and Recreation

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



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