



## **Our Core Values:**

*We are all “Gardeners.” In order to be amazing gardeners for Hillcroft, we must all be:*

### **Devoted**

- Commit daily to the long term
- Adapt to change in all environments/seasons

### **Supportive**

- Cultivate continual growth through providing tools & encouragement
- See the potential in all situations and people

### **Positive**

- Focus on strengths (plants) not weakness (weeds)
- Smile (sunshine)

## **Mission Statement:**

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

## A Letter from the CEO

Hillcroft Service's mission, "to provide innovative services and supports for People with disabilities and their families; resulting in extraordinary differences in People's lives", was fulfilled yet again this past fiscal year. 620 individuals were assisted through a variety of programs. Hillcroft is proud of the high levels of satisfaction received from the services provided. 98.2% reported overall satisfaction and no individual program received below an 85% satisfaction rating.

Much like any other, this past year was fruitful for Hillcroft Services. The newest program, Music Therapy, more than doubled in size. It also coordinated its first community performance that was held at the Civic Theatre. This was to celebrate the month of March as Disability Awareness month.

March 2016 marked Hillcroft's 6th CARF survey resulting in a 3 year accreditation. For the first time Hillcroft included the ABA Clinic in this accreditation process resulting in their first accreditation.

We also began a strategic initiative to engage our community through many, many tours of our facilities to educate individuals about the services provided by Hillcroft. Numerous individuals who have lived in this city for years were amazed at what they witnessed. This has given an awareness to people that didn't exist until they saw operations with their own eyes. We have witnessed tears of admiration and smiles of joy when people realize what Hillcroft does on behalf of members of their community.

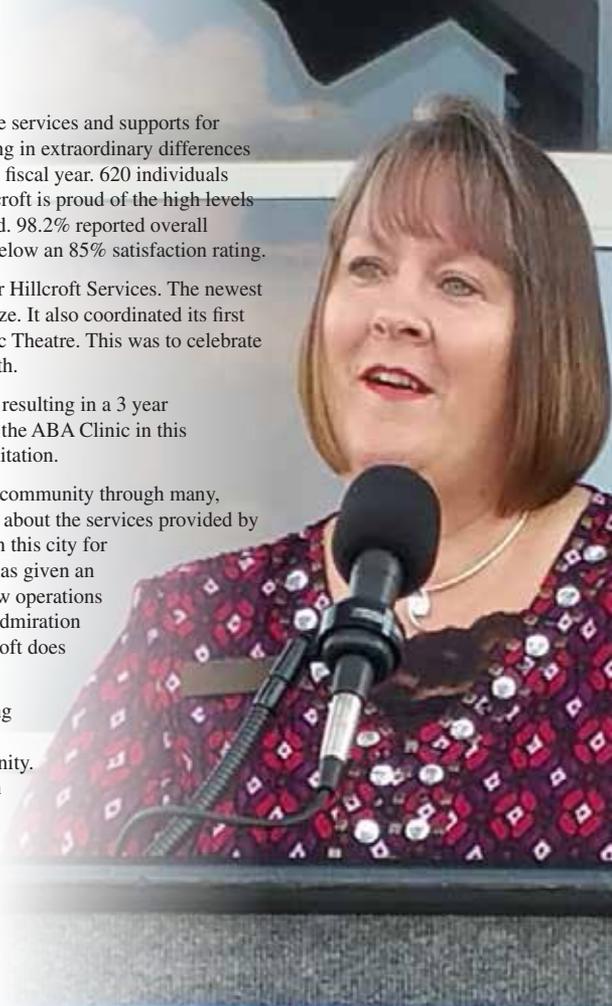
For several years now, Hillcroft has been exploring the possibility of merging the numerous facilities in which programming takes place in this community. I am excited to report that this year we have taken the first step to fulfil this dream. A partnership with the City of Muncie and the Muncie Redevelopment Commission has resulted in us taking possession of the shell building located at 501 W Air Park Drive here in Muncie. Our next initiative is to expand this existing building by another 45,000 square feet which will provide the necessary space to consolidate our adult services under one roof. This expansion will allow for needed growth and the flexibility for change in the future. This next year we will be reaching out to the community for the first time ever to support this facility project.

Hillcroft continues to be dedicated to the people we serve by being innovative in programming design and finding ways to be more efficient with the resources available. Our future plans will require the use of innovation to continue to meet the changing needs of people with disabilities and our funding source mandates. Hillcroft realizes that developing life-long partners is a vital link in our future success. Please join us by helping Hillcroft build on the future and support all individuals with disabilities as they strive to be integrated, independent, contributing members of this community. Thank you for your continued support of Hillcroft and its mission.

Sincerely,



Debbie Bennett  
President/CEO



Muncie-Delaware County, Inc.  
Economic Development Alliance

[muncie.co](http://muncie.co)

# 2015-2016 Hillcroft Services Leadership Board of Directors



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7/15-12/15



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1/16-6/16



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1/16-6/16



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Director



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Director



John Callahan  
Director



Kelli Jordan  
Director



Craig Gomel  
Director



Toni Morgan  
Director



Keith O'Neil  
Director



Chad Shelley  
Director



Beverly Zugunda  
Director

## Executive Leadership January 2016



### Back Row (left to right)

Michael Whitlock- VP of Business Operations, Becky Donovan- VP of Human Resources, Gina Davenport- VP of ABA Clinic,  
Jessica Hammett- Corporate Compliance Officer, Mike Salmon- VP of Business Development

### Front Row (left to right)

Brenda Williamson- VP of Development & Marketing, Brad Lynn- Chief Financial Officer,  
Debbie Bennett- Chief Executive Officer, Kenny Rodeffer- VP of Residential Services, LeAnne Cole- VP of Therapy Services



2016

	Unrestricted	Temporarily Restricted	Permanently Restricted	Totals
<b>REVENUE AND PUBLIC SUPPORT</b>				
Revenue				
Residential fees	\$ 8,596,003			\$ 8,596,003
Day program fees	2,333,618			2,333,618
Contract income	2,217,523			2,217,523
Transportation income	580,589			580,589
Rental income				
Interest income	1,534			1,534
Change in value of beneficial interest in endowments		\$ (7,761)		(7,761)
Gain on disposal of property and equipment	(13,172)			(13,172)
Other Income	4,503			4,503
<b>Total Revenue</b>	<b>\$ 13,720,598</b>	<b>\$ (7,761)</b>		<b>\$ 13,712,837</b>
Public Support				
Government grants and programs		\$ 178,506		\$ 178,506
United Way allocation	\$			
Contributions and bequests	97,321	3,562,661		3,659,982
<b>Total Public Support</b>	<b>\$ 97,321</b>	<b>\$ 3,741,167</b>		<b>\$ 3,838,488</b>
<b>Total Revenue and Public Support</b>	<b>\$ 13,817,919</b>	<b>\$ 3,733,406</b>		<b>\$ 17,551,325</b>
<b>NET ASSETS RELEASED FROM RESTRICTIONS</b>				
	\$ 2,293,625	\$(2,293,625)		
	\$ 16,111,544	\$(1,439,781)		\$ 17,551,325
<b>EXPENSES</b>				
Adult services	\$ 1,526,009			\$ 1,526,009
Children's services	1,443,708			1,443,708
Workshop	2,696,454			2,696,454
Residential services	4,942,628			4,942,628
Transportation	529,405			529,405
Fundraising	95,330			95,330
Isanogel	194			194
Administrative	1,818,750			1,818,750
<b>Total Expenses</b>	<b>\$ 13,052,478</b>			<b>\$ 13,052,478</b>
<b>CHANGE IN NET ASSETS</b>	<b>\$ 3,059,066</b>	<b>\$ 1,439,781</b>	<b>\$ -0-</b>	<b>\$ 4,498,847</b>
<b>NET ASSETS AT BEGINNING OF PERIOD</b>	<b>4,181,337</b>	<b>252,354</b>	<b>209,061</b>	<b>4,642,752</b>
<b>NET ASSETS AT END OF PERIOD</b>	<b>\$ 7,240,403</b>	<b>\$ 1,692,135</b>	<b>\$ 209,061</b>	<b>\$ 9,141,599</b>



Hillcroft Services, Inc. provides residential, employment, and community support services to individuals with disabilities in a ten county area in East Central Indiana. The mission of Hillcroft 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.

If you or someone you know could benefit from our services, please contact us at 765-284-4166 or visit [www.Hillcroft.org](http://www.Hillcroft.org).

Our services include:



**ABA  
Clinic**  
Hillcroft

Hillcroft ABA Clinic offers behavioral treatment for children with autism spectrum disorders. Based upon the principles and technology of ABA, Applied Behavioral Analysis, Hillcroft ABA Clinic provides intensive therapy, individualized academic instruction, and social skills training for children starting at age 2.

### **Employment Services**

Hillcroft’s Employment Services programs support individuals with disabilities in achieving greater independence through developing and maintaining the skills needed for employment.



Hillcroft Industries, the industrial division of Hillcroft Services, employs nearly 400 adults with disabilities to provide subcontract work for businesses in East Central Indiana.



Hillcroft’s Reliable Transit provides safe and reliable transportation to individuals using Medicaid, Medicaid Waiver, or private pay.

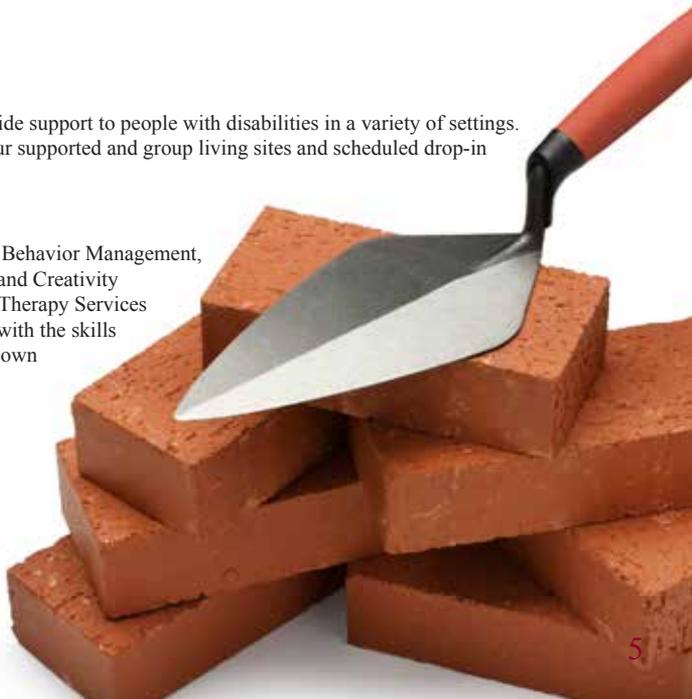
### **Residential Services**

Hillcroft’s Residential Services provide support to people with disabilities in a variety of settings. Supports include respite care, 24-hour supported and group living sites and scheduled drop-in services.

### **Therapy Services**

Hillcroft’s Therapy Services include Behavior Management, Outpatient Therapy, Music Therapy and Creativity Unlimited programming. Hillcroft’s Therapy Services are designed to provide participants with the skills and support needed to improve their own independence and well-being.

***Building Strong  
Futures Through  
Innovation at  
Work***



# *A Mother's Story of Love – Diane Benadum*

Our son, James Spencer Benadum, named after his 2 Grandfathers, was born 6 ½ weeks early on April 29, 1970. His early delivery was just the start of many trials to come, but fortunately he weighed more than 6 pounds at birth, so we went home “on time” but with what they called premie nipples for the bottles because he had a weak sucking ability.

I am going to condense the next several weeks and pick up on the day of a regular checkup where Dr. Young measured Jim's head circumference and then measured it a second time... , but saying nothing to me. Well, I went home and measured his head myself and then the next day I measured it again and I had an even bigger number! So we called the doctor and he told us to come in-- that we needed to talk.

So, on June 11, 1970 (44 days after birth) we were headed to Riley Children's Hospital with Jim to have him examined for a diagnosis and then the possibility of surgery as our doctor suspected that he had Hydrocephalus (more commonly called water on the brain). Well, indeed, that was the diagnosis and surgery to install a shunt in his brain to drain off the bodily fluid was performed. To explain, the fluid that we all have in our body circulates from head to toe, but with Hydrocephalus there is a stoppage in the brain area, so hence a shunt is installed. I tell you, we are so lucky because the “shunt” was invented in 1956 by an engineer whose son was born with hydrocephalus and he refused to accept “there was nothing to be done”. As a side note, I have learned that it is now possible to detect this birth defect and to install the shunt while the baby is still in the womb! Medicine has certainly come a long way!

Well, back to my story- finally, after 13 days at Riley, on June 24th we were heading home. We had had a whirlwind of activity! Through Jim's life he has had to have several revisions to his shunt - From lengthening to malfunctions. His last revision was a complete system installed in 2009. Today Jim, at age 46, sees a specialist in Indianapolis for headaches, seizures, and fits of rage. The doctors tell us that they are seeing these exact same things in other individuals with hydrocephalus and that when we have questions, we must keep in mind that all of this is new even to the doctors, as they have no research history on which to base treatment. Now Hillcroft comes into the picture:

In 1972 we were contacted by Hillcroft for the first time. Anne Condran says Jim was her second client. I think the program was called Home Start, covering from birth to age 3. A person would come to our home on a regular basis and I can remember taking Jim to the College Avenue Methodist Church on Fridays for a play group for the kids and socialization for the parents.

Then when he was 3 he was in the preschool class at Hillcroft. One of the teachers was Janet Milazzo. At age 4 Jim attended a regular preschool 2 or 3 days a week with the other 2 or 3 days going back to Hillcroft. I believe it was just about this time when it was rumored that the Board of Directors at Hillcroft was contemplating the closing of the preschool. Well you better believe I was on the front row in the audience at that next board meeting pleading with them not to close the preschool! I guess you would say that was the beginning of my very active involvement with Hillcroft! And, I am very happy to tell you that the preschool was not closed.

Jim did well enough in a regular kindergarten class at Royerton Elementary and his verbalization skills were so good, that we decided to try a first grade/kindergarten split. It was during this time that we had to face the fact that special education was needed. So the next phase for Jim was the city school special education classes where he stayed until he was 21, graduating from Muncie Central H.S. in 1991. Jim has now been in services here at Hillcroft full time since high school.

Now unfortunately Jim has not been a part of Residential Services. You see our plan was for Jim to go into one of Hillcroft's group homes after graduating from high school. However, at that same time the State & Federal Government decided that there were many people inappropriately placed at the State Mental Hospital in New Castle and ordered all of these people out and into group homes. with people coming from families, like us, not getting any placements into group homes unless it was an emergency situation! Hence, Jim is still with us and he never talks of leaving. I think he knows when he has it good!!

As far as Employment Services, Jim has tried working with a job coach on two different jobs. But Jim has a problem perhaps you hadn't thought of. He looks “normal” and with his verbalization skills, his bosses seemed to expect too much. Even his first job coach had to call a meeting to cancel the job because the boss kept losing help and giving more and more work to Jim. Even the job coach, Phil Carter, couldn't keep up!

Jim also has what is called a form of selective memory where the information is in there, but he cannot readily remember it maybe today, but tomorrow or maybe even next week it would all be there. That is, unless it has to do with music. Just a few bars of a song and he can tell you the artist and the title. Now, Jim doesn't even talk about a job in the community because he prefers to work at the

workshop where he has excelled through the years. Jim has gone from only being able to do one thing to being able to work on several different jobs in one day. He even cleans the lunch room in another building 2 days per week—this in addition to working in the workshop.

On another side note, I am looking forward to Hillcroft's goal to bring even larger numbers of nondisabled individuals from the community to work alongside our clients in Hillcroft Industries, thereby having an integrated workforce. Now at a meeting just two weeks ago I learned that the State would call this Reverse Integration. I don't care what it is called, it would be wonderful! Jim is also currently being served in Therapy Services.

Jim is currently also being served also in Therapy Services. Hillcroft starting Reliable Transit-- providing door to door transportation to work and back home has been Great! --giving Jim a real sense of responsibility and independence. But I have to tell you a little story on myself: after approximately 23 years of delivering him to Hillcroft by 8 a.m. and being available to pick him up each day at 3 p.m. (while I was selling real estate for 20 years) , for the first 2 to 3 weeks of the transportation service, I could get absolutely nothing accomplished!!!! \*\*I've told that story often and usually people fully understand what I am talking about.

We are also very proud of Jim as he is active in Delaware County Special Olympics and was picked by the state to represent Indiana in the sport of BOCCE at 3 National Special Olympic Games, in Ames, Iowa in 2006, Lincoln, Nebraska in 2010, and then in 2014 at Princeton, New Jersey. Jim also plays unified golf and is in a unified bowling league. Now, by Unified, I mean that he has a partner who does not have a disability. My husband David and I also bowl in the league, but not on Jim's team, we are partners with 2 other young men.

I was fortunate to have known all three families who started Hillcroft Services. The Kings and their daughter Judy, Louise Satrayan, and of course Jeannette Taylor. I tell you for certain, my husband and I are in their debt for having the foresight of the need for this organization! I, frankly, don't know what we would have done for our son had we not had Hillcroft to turn to!

*Diane, with Son Jim Benadum*



# Memories From This Past



# Year at Hillcroft Services





# Year at Hillcroft Services



# Memories From This Past



# Year at Hillcroft Services



# Individual Donors

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Hudson Akin  
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Wade Allen  
Nathan Anderson  
Stefan & Joan Anderson  
Molly & Marvin Andrade  
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Doris Slaven  
William & Barbara Smith  
Denise Smith  
Jeffery Smith  
Joanne Smith  
Kelley Smith  
Kevin Smith  
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Bev Southerland  
Jack Stanton  
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Jerry Stewart  
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Julie Stuttle  
Michael Thomas  
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Robert Tyler  
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Scott Walker, Md  
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Michael Whitlock  
Laura Wilhelm  
Whitney Willard  
Mark & Brenda Williamson  
Joe & Barb Williamson  
Sharon Wilson  
Shawn Wilson  
Toni Woolums  
Evelyn Wyatt  
Mark Yaudas  
Paul Zedekar  
John & Beverly Zgunda

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





**Tuesday Night Summer Ride**



**2016 Masters Golf Outing**



**BSU Immersive Learning Class**



**Little Caesars**



**MSO Petting Zoo at ABA Clinic**

# Getting Involved

Many Thanks to the individuals, families, sororities, businesses, clubs & community leaders for your continued support of Hillcroft Services!

If you're looking for volunteer opportunities, please visit our website at [www.Hillcroft.org](http://www.Hillcroft.org).

*Make an extraordinary difference in someone's life today!*

## Support Hillcroft Events

### Business and Corporate Event Sponsorships

Hillcroft Services is proud to partner with businesses and corporations. Your company's tax-deductible donation or event sponsorship allows your company and its employees to be a part of helping people in your community.

### Corporate Donation Opportunities

Hillcroft Services is very appreciative of all corporate donations and is excited to share your business' generosity with the community through our website, press releases to local media outlets and listing in our annual report. Please contact Brenda Williamson by phone at (765) 284-4166 or email [bwilliamson@Hillcroft.org](mailto:bwilliamson@Hillcroft.org) to explore corporate donation opportunities.

### Event Sponsorship Opportunities

Hillcroft Services hosts several community and fund development events annually. Event sponsorship provides businesses with a tax-deductible means of promoting their business and services to hundreds of individuals involved in Hillcroft's events.

### Disability Awareness Month Events

Hillcroft supports community wide disability awareness education events each March. Disability Awareness Month sponsors are able to partner with Hillcroft in helping to make our community more accessible to all of its citizens.

### Hillcroft Masters

The Hillcroft Masters Golf Outing is held each May at The Player's Club in Yorktown. The event allows companies the opportunity to play a round of golf, network with other business leaders, support their community and interact with Hillcroft's clients.

### Thanksgiving Celebration

Hillcroft's Thanksgiving Celebration, held each November, is a luncheon for Hillcroft clients, staff and donors. The Thanksgiving Celebration is also Hillcroft's opportunity to recognize community partnerships through a variety of community awards.

## Donate

### Memorial Donations

Memorial donations can be made online, by mail or by phone.

### In-Kind Donations

In-kind donations provide individuals, businesses and groups the opportunity to contribute to Hillcroft's mission without making a monetary donation. In-kind donations are also tax exempt and can come in a variety of forms; such as a fund-raising events, collecting or purchasing supplies and providing discounts on Hillcroft's necessary services such as printing and office supplies.

If you are interested in making a donation, please contact Brenda Williamson at (765) 284-4166 or [bwilliamson@Hillcroft.org](mailto:bwilliamson@Hillcroft.org).

## Volunteer

For more information about getting involved with Hillcroft Services, visit us online and complete our electronic contact form, or contact Brenda Williamson directly at (765) 284-4166 or [bwilliamson@Hillcroft.org](mailto:bwilliamson@Hillcroft.org).

## Mission Statement:

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