



ANNUAL REPORT
2018 FISCAL YEAR



HILLCROFT MISSION

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

HILLCROFT VALUES

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

DEVOTED

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

SUPPORTIVE

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

POSITIVE

- Focus on strengths (plants) not weaknesses
- Smile (sunshine)



HILLCROFT HELPS
PEOPLE WITH DISABILITIES...
WITH **LIVING**, WITH **JOBS**, WITH **INDEPENDENCE**.



A MESSAGE FROM **DEBBIE BENNETT, PRESIDENT / CEO**

Dear Friends of Hillcroft,

Let me begin by thanking you for your investment and partnership in Hillcroft and our mission to provide innovative services and supports for people with disabilities, and their families. Hillcroft has been blessed with increasing contributions and involvement from the community that will keep us on a trajectory of growth in order to meet many needs.

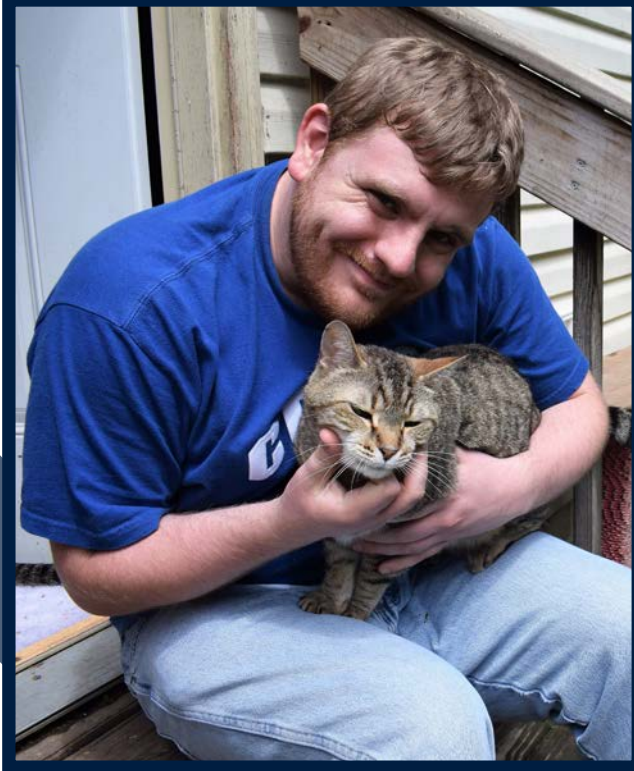
As I reflect upon Fiscal Year 2018, the word that comes to mind is “expansion.” Hillcroft is a great organization with very high satisfaction ratings from not only those we serve but our community partners, vendors and staff. This agency is respected for the services it provides and is therefore experiencing growth. While we are proud of our reputation, there is always room for improvement. This past year extra effort was made to develop operations within Hillcroft Industries, expand our contract base of customers, overhaul our human resource systems, and strategize the many additional improvements to take place once the new facility on Air Park Drive is completed and we are able to consolidate and continue our growth with the additional space it will provide.

This past year Hillcroft Industries finalized a survey and audit process that awarded the agency a 3-year accreditation for ISO 9001:2015 which we celebrated with a Chamber Ribbon Cutting ceremony. This certification has allowed us to become a more attractive option for larger manufacturing firms and we have obtained several new partnerships as a result of this endorsement. This expansion in the variety of jobs we are able to provide our clients allows them the exposure to training and job skills that will help them prepare for employment in the community if they so choose.

Hillcroft also made significant progress in expanding services in our Music and Recreation Therapy programs, along with the completion of an outdoor playground for our ABA Clinic. In addition, our Creativity Unlimited program is integrating more in community events such as United Sound with Ball State University, performances at The Muncie Civic Theatre, YART, and First Thursdays in order for our clients to market their artwork, sing, act and play instruments to exhibit their growing skills in the arts.

Hillcroft will be continuing its efforts this coming year to complete the consolidation of services to the new facility being constructed at 501 West Air Park Drive. We invite you to drive by and watch our expansion grow before your eyes. We thank you once again for your support which assists in making extraordinary differences in the lives of people with disabilities.


Debbie Bennett, President / CEO



Victor Trussell

The Cat Whis-purr-er

Meet Victor. Like many of us, Victor grew up in Muncie and attended some of the same schools we did. Eight years ago, Victor joined the Hillcroft family. His journey with Hillcroft began in Residential Services, a division of Hillcroft Services.

Victor started in one of our supported living sites, but has since grown to be more self-supported. The next big step he took towards independence was joining the workforce at Hillcroft Industries, a facility-based work program. Now Victor lives on his own, receiving less support and earning his own paycheck.

Outside of work Victor likes to visit local organizations, and even volunteers within the community. He is an active member of this community, relying on the support of his staff to stay connected.

On Tuesdays, you can find Victor at ARF (Animal Rescue Fund). Every Tuesday he spends four hours in the designated cat building at ARF named Catty Shack, and has been for the past two years. While volunteering, Victor pets the cats and gets to know all 60 of them, each individually by name. He can tell you their names and describe their demeanors, even their likes and dislikes!

Jenny from ARF said, "Victor is really good with the cats. We even consider him our cat-whisperer. Often times cats new to ARF tend to be very shy and stay tucked away in hiding spots. Victor is the one who coaxes them out and helps them get acclimated to their new environment. We're so grateful he is able to come here and help us."

Hillcroft provides him the opportunity to engage within the community. In addition to visiting ARF, Victor frequents the Muncie Public Library, and attends various events at Ball State, including a weekly card club.

FUN FACT: Victor has a cat named Tiger, and is fully responsible for him. This makes Victor the only Hillcroft client with a pet of his own!



RESIDENTIAL SERVICES

Hillcroft's Residential Services provides 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.

EMPLOYMENT SERVICES

Hillcroft's Employment Services program supports individuals with disabilities in achieving greater independence through developing and maintaining the skills needed for employment.



Hillcroft's Therapy Services include Behavior Management, Recreational 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.



Hillcroft ABA Clinic offers behavioral treatment for children with autism spectrum

disorders. Based upon the principles and technology of ABA, Applied Behavioral Analysis, the Hillcroft ABA Clinic provides intensive therapy, individualized academic instruction, and social skills training for children.

Hillcroft Industries

A DIVISION OF HILLCROFT SERVICES

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 Wavier, or private pay.

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

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 hillcroft.org

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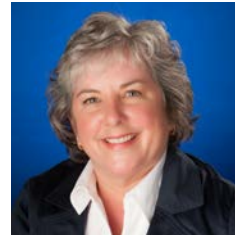
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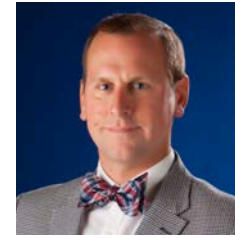
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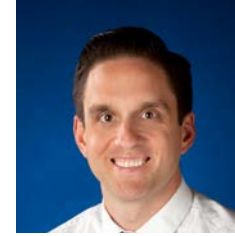
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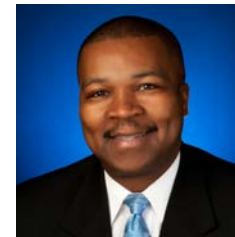
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President



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VP of ABA Services

KOLSON TIPPLE

Acts of Service

For those of you who don't know Kolson, he is a hardworking young man who participates in our Employment Services Program at Hillcroft. For the past seven years, he has been doing custodial work for the Armed Forces Career Center in Muncie.

The service men and women of the Career Center first knew Kolson as a big Pittsburgh Steelers fan. It didn't take long for them to see that he was eager to help the troops through his own acts of service. As time went on he became good friends with many of the service men and women at the center. In September, when Kolson had the opportunity to work at a local restaurant, the Army men and women decided to coordinate with his Employment Services Consultant at Hillcroft, Dawn Carter, to organize him a surprise going away party.

"When Sgt. Gaines reached out and shared with me what they wanted to do, my eyes started to tear up because it was so thoughtful of them, and I knew it would mean the world to Kolson." said Carter.

At the end of his last shift at the center, Kolson was explaining some of the aspects of his duties to the Hillcroft Services' team members. To Kolson's surprise, Sgt. Gaines called everyone to gather around, then proceeded to present Kolson with a Certificate of Appreciation from the US Army.

The certificate read, "As a civilian contractor you have demonstrated the Army values through your countless service to our office and upheld those values of Loyalty, Duty, Respect, Selfless Service, Honor, Integrity, and Personal Courage. You will truly be missed around here and we all wish you the best going forward."

In addition to the certificate, Sgt. Gaines gifted Kolson a Steelers hat with his name embroidered on the back.

The awards didn't stop there though. On behalf of Hillcroft Services' Employment Services Department, Kolson was presented with another Certificate of Appreciation for completing the Employment Services Program.

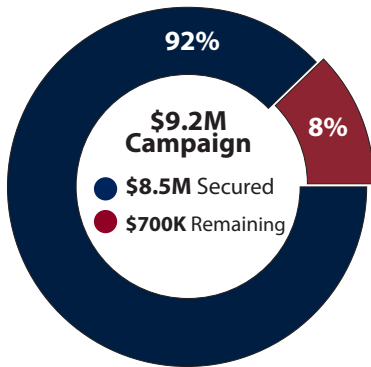
FUN FACT: Even to this day the group of military personnel eats out together at Texas Roadhouse just to see Kolson.



Capital Campaign Progress

Building Better Futures is the first capital campaign in the 65-year history of Hillcroft Services. Over the past four years, many people have been involved both behind the scenes and in the public eye making this vision become a reality. Important project milestones are listed below.

- **May 2018** - Kicked-off Public Phase of Building Better Futures Capital Campaign
- **October 2018** - Hosted official construction ground breaking ceremony
- **Spring 2019** - Planning the much anticipated ribbon cutting and grand opening festivities



Major Contributors



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*Donor list reflects contributions received through 11/30/18.

BUILDING BETTER FUTURES

The *Building Better Futures* capital campaign will allow Hillcroft to:

- Consolidate services into one main campus, to better serve clients with greater accessibility.
- Increase capacity at the ABA Clinic, allowing Hillcroft to serve more children on the autism spectrum.
- Create an additional 100 new jobs by December of 2024, impacting the local economy.
- Increase the growth of Hillcroft Industries, by employing individuals without disabilities to work alongside our clients, creating a fully integrated work setting.



Capital Campaign Donors

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*Donor list reflects contributions received between 7/1/17 and 6/30/18.

THANK YOU TO OUR 2018 ANNUAL FUND DONORS.
OUR IMPACT WOULD NOT BE POSSIBLE WITHOUT YOU.

2018 Fiscal Year Financials

WHERE OUR FUNDS COME FROM

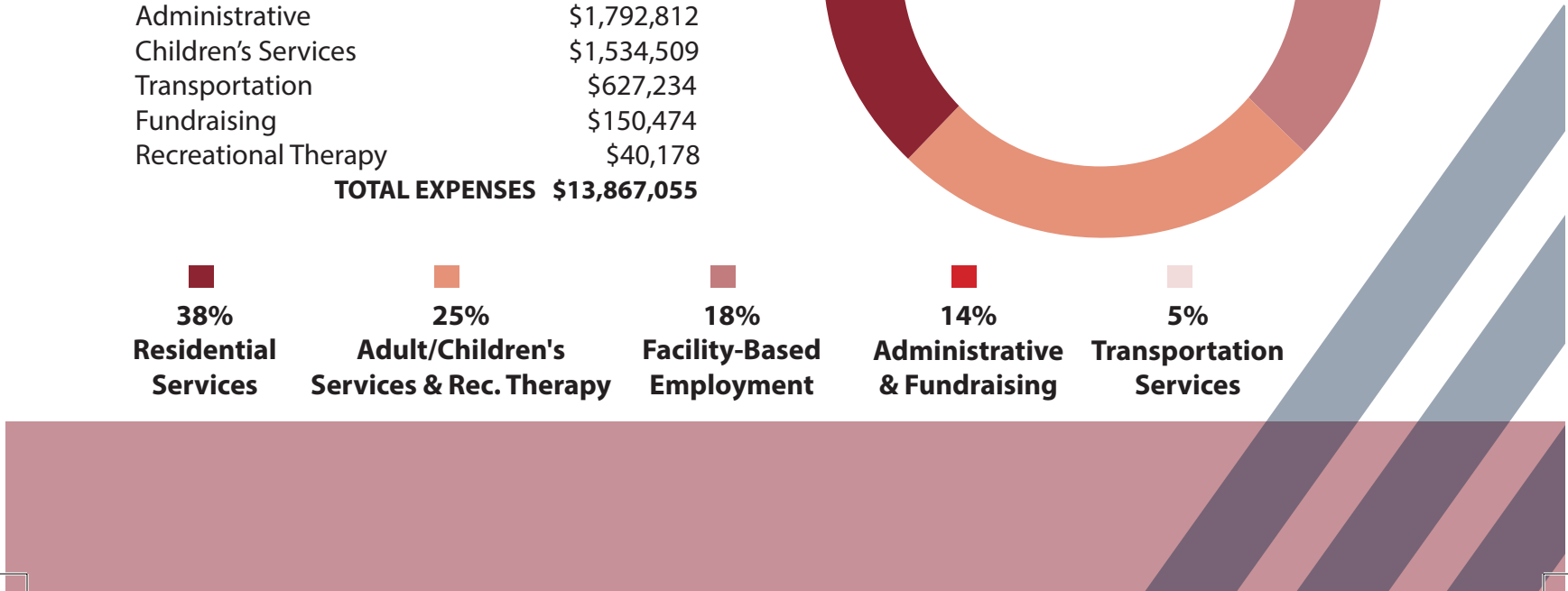
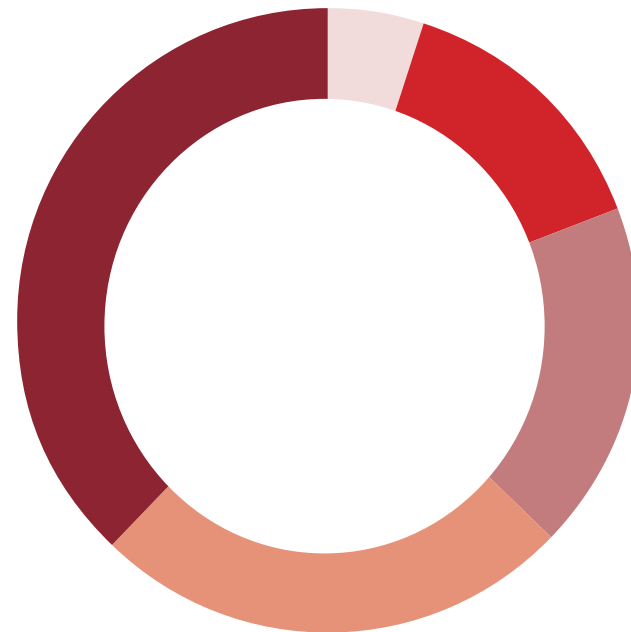


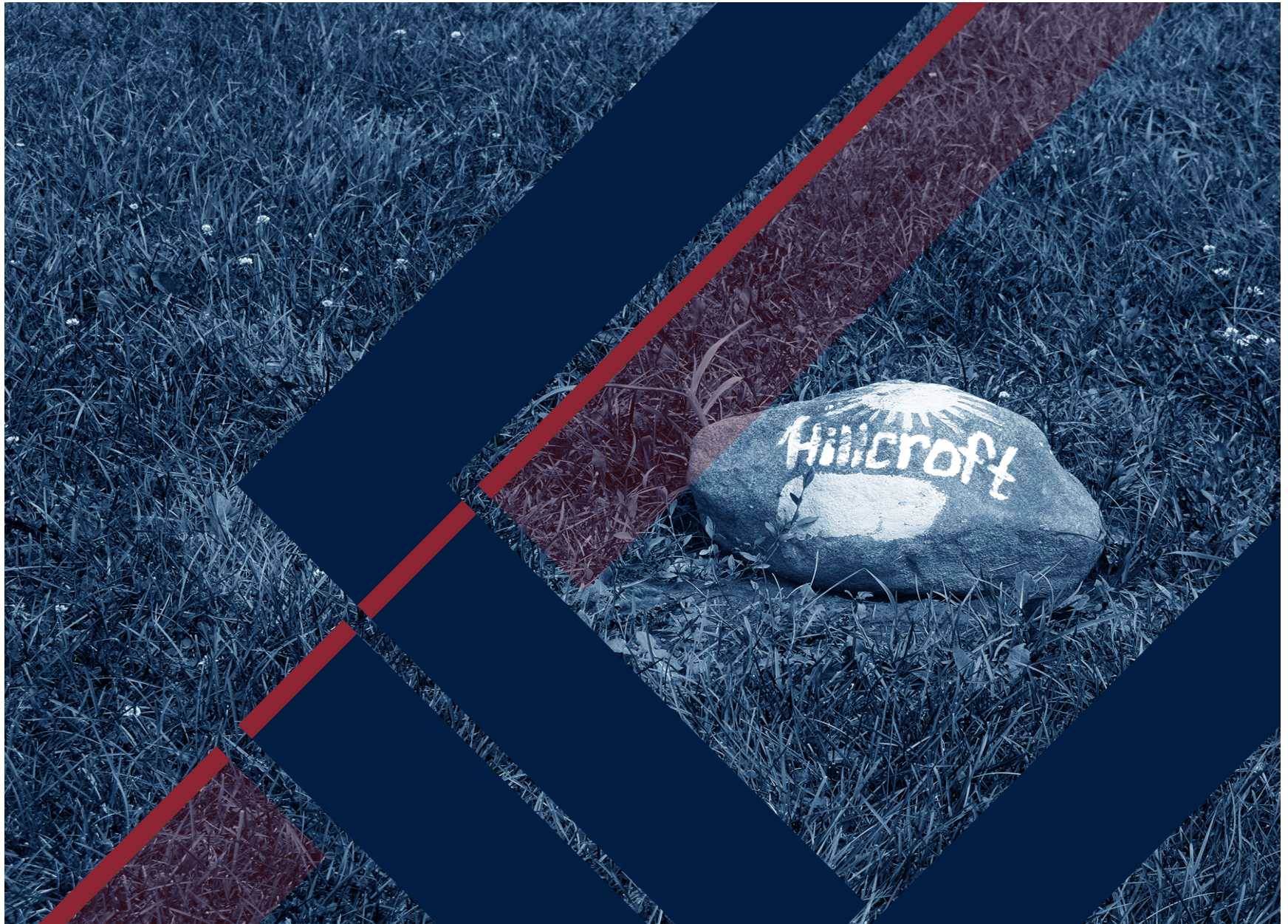
REVENUE	
Residential Fees	\$8,887,442
Day Program Fees	\$2,269,451
Contract Income	\$1,969,329
Public Support	\$1,310,056
Transportation Income	\$601,162
Change in Value of Endowments Interest	\$16,540
Interest Income	\$14,660
Other Income	\$5,199
TOTAL REVENUE	\$15,073,839



HOW WE USE OUR FUNDS

EXPENSES	
Residential Services	\$5,334,347
Facility-Based Employment	\$2,533,527
Adult Services	\$1,853,974
Administrative	\$1,792,812
Children's Services	\$1,534,509
Transportation	\$627,234
Fundraising	\$150,474
Recreational Therapy	\$40,178
TOTAL EXPENSES	\$13,867,055





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