



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

ANNUAL REPORT 2021-2022



A MESSAGE FROM...

Debbie Bennett
PRESIDENT & CEO



Hillcroft Services provides stability for those served in today's uncertain world. The continued difficulties of funding deficiencies and staff shortages did not hold us back. Services were still provided, and the client's health and safety were our top concern. It again exhibits how truly essential this workforce is to the community.

- For the majority of fiscal year 2022, the agency continued addressing the pandemic and all the obstacles it entailed, embracing technology, and maintaining connections.
- Advocacy efforts have been accelerated to bring awareness to the connection between state reimbursement rates and employee wages in this industry. As all workforces offer higher and higher wages to recruit workers our industry is at a disadvantage. We have no pricing power over reimbursement rates from the government which makes recruitment even more difficult to remain competitive with everyone else.
- Our Employment Services program worked diligently to keep clients working in restaurants, grocery stores and other businesses throughout the community and also engaged with more school systems to provide Pre-employment training opportunities for high school students with disabilities.
- Hillcroft Industries transitioned away from a sheltered workshop model and into an integrated setting in February and continued to meet production goals for customers even with new protocols in place.
- Hillcroft's Continuous Supports program instituted

electronic remote supports in many of our residential sites to reduce the number of staff necessary on overnight shifts in homes where it was feasible and provided a welcome sense of independence among those participating.

- We took possession of a new location in Pendleton and began providing ABA services back in March.
- The agency underwent a national CARF survey and was awarded another 3-year accreditation.
- Hillcroft Services welcomed two canines to our work force this past year – Harpo and Lola have brought many smiles to faces since their arrival.
- Hillcroft hosted its first Shop & Share where community participants joined our clients selling their crafts and products.

Hillcroft's 70th anniversary is February 13, 2023! Its history stands as a testament to perseverance to meet its mission. It is important that we mark our milestone anniversary with remembrances of all that has gone on before to make Hillcroft Services the strong organization it is today. Much has been accomplished since local families decided their children deserved to have supports in their community. Please be watching for ways you can join in the festivities as we remember and honor the impact this agency has had on many thousands of individuals since inception as well as those who have helped us along the way.

A handwritten signature of Debbie Bennett in black ink, written in a cursive style.

Debbie Bennett
President and CEO



All individuals have the right to strive for their dreams. Hillcroft offers services and supports to help individuals with disabilities identify and achieve their goals. We believe that building relationships between our clients, staff, families and friends is key to achieving success and necessary to achieving goals. With the help of board members, families, donors and the surrounding community, Hillcroft has been able to provide essential services to individuals with disabilities since 1953.



OUR PURPOSE <

Hillcroft Services, Inc. exists because people with disabilities need supports.

OUR MISSION <

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

OUR SERVICES:

ABA CLINIC



With two locations located in Muncie and Pendleton, The 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. For more detailed information on ABA Services, please call (765) 587-5244 or visit HillcroftABAclinic.com.

EMPLOYMENT SERVICES



Hillcroft's Employment Services programs support individuals with disabilities in achieving greater independence through developing and maintaining the skills needed for employment in the community and reaching their fullest potential in the workforce. Within the Employment Services Department, our Pre ETS Consultants work alongside high school students to learn about opportunities available to them as they transition out of high school.

HOME & COMMUNITY SERVICES



Hillcroft's Home & Community Services provide supports and services to individuals with disabilities to increase independent living skills to successfully live in their community. Supports in an individual's home can occur 24 hours/day or as needed on a drop-in basis. Additional Home & Community supports include Creativity Unlimited programming, respite care, group home living, community and facility activities, and education.

RELIABLE TRANSIT



Hillcroft's Reliable Transit division provides safe and reliable transportation services to and from many destinations including work and medical related appointments for individuals all across East Central Indiana using Medicaid, Medicaid Waiver, or private pay. Our drivers are specifically educated to meet the needs of our clients through extensive training.

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.

THERAPY SERVICES



Hillcroft's Therapy Services include Behavior Management, Music Therapy, and Recreation Therapy programming. Hillcroft's Therapy Services are designed to focus on using our client's strengths to provide the skills and support needed to improve their own independence and well-being to achieve success in all areas of their lives.



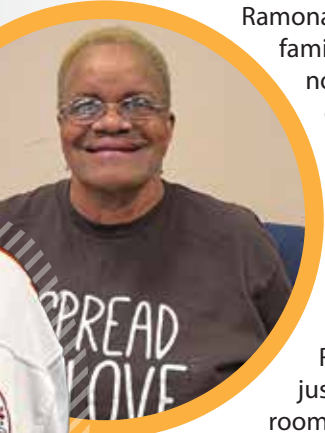
Hillcroft Industries, the industrial division of Hillcroft Services, provides subcontract work for various businesses throughout the Midwest region offering many services including assembly, quality inspection, packaging, sorting, labeling, kitting, and warehousing. The focus and mission of Hillcroft Industries is to generate a profit to help subsidize other Hillcroft programs for individuals with disabilities that do not offer adequate reimbursement rates. For more information, visit HillcroftIndustries.com or call (765) 587-5252.

LET'S GO CHIEFS!!! GO RAMONA GO!!!

Ramona Smith first came to Hillcroft Services in January of 1965 as a teenager and has been a client for nearly 60 years! Keep in mind, Hillcroft was founded not too long prior to that in 1953, so when a lot of people think of Hillcroft, they think of Ramona. As you can imagine, she has seen many changes over the years and has made several moves as the agency has grown from initially serving just a few, to now serving over 600 individuals with intellectual and developmental disabilities on an annual basis! Ramona has seen many staff and friends come and go over time, but some things never change, that infectious smile and her witty sense of humor!



RAMONA SMITH IS A BIG KANSAS CITY CHIEFS FAN!



Ramona is very involved with her local and supportive family. She has three sisters and 1 brother who she normally spends most holidays with, accompanies on trips, or just gets random visits here and there. Family is very important to this fun-loving, caring, and sweet lady.

Ramona is an avid sports fan...specifically football! Her allegiances have changed over the years, but currently she is a BIG Kansas City Chiefs and Patrick Mahomes fan! One of Ramona's favorite activities is coloring and she just LOVES the Christmas season! Decorating her room and her tree in her favorite team's colors is an annual tradition she doesn't miss. However, even with her being a big football fan, Ramona takes great pride in her style and devotedly gets her hair and nails done every two weeks!

Joyce Burns, a Direct Support Professional (DSP) here at Hillcroft, has worked with Ramona for over 12 years and said,

"I have worked with Ramona for over 12 years now and I just love hanging out with her. She is such a sweetheart and I love that she calls me Joycie."

Over the years, Ramona has been involved in practically every service that is offered here at Hillcroft. She currently lives with her roommates in our Elgin St. 24-hour supported living house through our residential program, is involved with our Creativity Unlimited day program, and utilizes our Reliable Transit transportation to and from home each day. Over the years, Ramona has received behavioral supports, group music therapy, and worked in our workshop as part of Hillcroft Industries. However, Ramona might be best known for her long-time employment at Mancino's Pizza and Grinders when it was located in downtown Muncie. A trip to get some pizza or a sub was never complete without a friendly greeting from Ramona!

When asked what she likes best about Hillcroft, Ramona said, "I really like the people and staff that are here, and I LOVE meeting new people."

Over the years, Ramona has also been involved in our Barrier Free Theater program in partnership with Muncie Civic Theatre as well as being a very active Special Olympics athlete, participating in basketball, cheer, and bowling! When you really think about it, there isn't much offered at Hillcroft that she hasn't been a part of, and we are extremely blessed to be able to provide her with the supports and services that she deserves.

While Ramona's story is truly a very special and unique one, it is just one of many that exist here at Hillcroft...and just another reason that makes our agency so special for all those involved with it.

ANNUAL FUND

JULY 1, 2021 - JUNE 30, 2022

Year in and year out we are thankful to be part of such a generous community that helps make it possible for us to provide innovative services and supports so that every Hillcroft client can lead an extraordinary life! It is through the on-going support of these generous donors that Hillcroft can continue positively impacting people with disabilities....with living, with jobs, and with independence.

20000 +

Hillcroft Services Fund at CFMDC

10000 +

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100-249

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Brennan & Ashlee Boland
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OUR IMPACT WOULD NOT BE THE SAME WITHOUT YOU

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Aqua Systems of Muncie
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Blessed Photography
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Clearwater Car Wash

Courtyard by Marriott
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Indianapolis Indians
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Muncie Civic Theatre
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Walgreens
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Wasson Nursery & Garden
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Wendy's
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WoofBoom Radio
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In Memory Of...**Tim Beaty**
Dan Bragg

In Memory Of...**Earl Dillon**
David & Diane Benadum

In Memory Of...**Rita Drago**
Joseph & Denise Croyle
Rebecca Jo Daugherty
Samuel & Pamela Drago
Bernd & Karin Fischer
Susan Kelley
Lisa Swiontek

In Memory Of...**Beth East**
MC Class of '52 Girls Luncheon

In Memory Of...**Clarence "Bub"
Hahn**
Leroy & Sharon Hahn

In Memory Of...**Tyrone Johnson**
Qiana Clemens

In Memory Of...**David Knight**
Marlene Girton

In Memory Of...**Heather Love**
Sandra Leiphart

In Memory Of...**Doris Mentis**
Betty Hays & Robin Hatton
Sally Irvin
Darwin & Linda Keyton
MC Class of '52 Girls Luncheon
Richard & Eleanor Stowe
Susan Trout
Ronald & Patty Whitenack

In Memory Of...**Jack
Peckinpaugh**
Daniel & Cathy Alexander
Joe & Maraby Allardt
Beasley Law Office
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Jack Buckles
Jim & Mary Carr
Paula Carter & Jo Ann Riggins
Beverly Cassel
Lee & Arlana Clark
Laura Crampton
Gregory & Connie Dalton
Eaton Veterinary Clinic

Jeff Eller
Lance & Mary Jo Estep
Charles Feldman
David & Nancy Galliher
Robert & Judith Hahn
Indiana Belgian Draft Horse
Association
Tom & Joanie Jarvis
Anita Kerrigan
Darwin & Linda Keyton
Tom & Nancee Kinghorn
Lynn McCoy
Larry & Robin McGill
The Merchant Family
Modern Mystics Home Extension
Club
National Association of Insurance
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Wilma Purtlebaugh
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Walter & Donna Scheid
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John & Sharon Smith
Lisa Smith & Mike Field
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Rose Legbandt
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Bonnie Gregory
Christine Day
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In Memory Of...**Betsy Pyle**
Jim Pyle

In Memory Of...**Joe Smanto**
Gary & Nancy Clouse
Karen Mullikin

In Memory Of...**Billie Ward**
Lynn McCoy

In Memory Of...**Evelyn Wyatt**
David & Diane Benadum

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In Honor Of...**Abby & Brian
Bahlmann**
Dick & Sandra Hutson

In Honor Of...**Jim Benadum**
Jack & Patty Demaree

In Honor Of...**Christine & Harpo
Nance**
Catherine & Terry Nance

ABA CLINIC

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Hitchens Lawn Care
Northwest Bank
Pridemark Construction
Justin Sorensen
Techwise Academy

CREATIVITY UNLIMITED

Meijer
Thrive Credit Union

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Qiana Clemens
Tim & Maureen Luppe

RECREATION THERAPY

Lisa Burger

Jeff & Tammy Helm

RELIABLE TRANSIT

Orchestra Indiana

SUPPORTED EMPLOYMENT

Ball State Sports Properties

BEQUESTS

The PH Davis Family
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The Betty Miller Estate
Jean W. and Mora Morris Fund
for Youth

HILLCROFT SERVICES FUND AT THE CFMDC

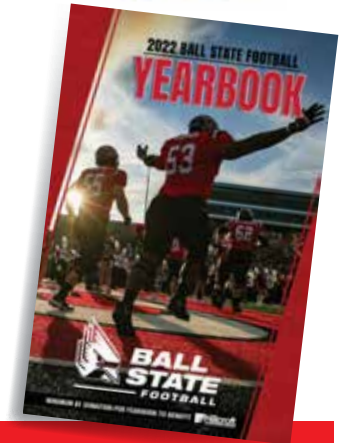
Juanita Bruns
Lance & Mary Jo Estep
Kirby & Kristi Koriath
Lisa Tuttle

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City of Muncie
The Kakatu Foundation
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Northwest Charitable Foundation



BALL STATE
SPORTS PROPERTIES



Helping Hillcroft Thrive

This past fall, Hillcroft, Ball State Sports Properties (BSSP), & Thrive Credit Union came together in partnership to help fundraise for people with disabilities in our community.

It was truly a win-win-win scenario for all three organizations with all proceeds benefitting Hillcroft to help continue offering the necessary supports and services for this very deserving population.

Shane Nichols, GM of BSSP added, “We absolutely love partnering with Hillcroft, not only because we have a great relationship with their leadership team and enjoy working with their clients on projects, but because we truly believe in their mission.”

Collaboration is at the heart of every successful partnership and always seems to bring out the best in people and organizations alike, and this example was no exception.

“Collaborating with Ball State Athletics to raise funds for Hillcroft was such a special opportunity for Thrive Credit Union employees and their families. Hillcroft provides a vital need in our community, and we will continue finding ways to support them through our time, talent, and treasure.” said Brittani Richards, COO at Thrive Credit Union.

Brandon Romine



Brandon Romine came to Hillcroft Services not that long ago, but in that short period of time has made remarkable progress and continues to improve in so many aspects of his life every day.

After a challenging childhood which found him growing up with his grandmother, Brandon received his certificate of completion from Muncie Central High School. Shortly after that, he started his involvement with Hillcroft through our Employment Services division in 2017.

Since that time, he has expanded his services and now finds himself receiving day services (Creativity Unlimited), Music Therapy, and Behavior Services. Brandon also utilizes our Reliable Transit service each day to get to and from his apartment where he lives independently with his roommates and receives our residential non 24/7 continuous supports service.

More recently, Brandon has really taken a liking to the Barrier Free program with Muncie Civic Theatre. He made his stage debut last year and is already looking forward to this year's production.

Brandon loves to have fun, is very expressive, and enjoys being active. After watching his roommate compete in Special Olympics for a few years, Brandon has now become involved in track, bowling, and basketball himself!

Brandon loves being independent and spending time with his girlfriend and has begun cooking for himself much more. He has a new cell phone, loves dogs, Star Wars, Godzilla, and dinosaurs especially! He has a very large collection of toys including hundreds of Pokemon cards that he sorts through daily. When the weather cooperates, you might see Brandon on his three-wheel bicycle out for a ride around his neighborhood.

“Working with Brandon has truly been a privilege. He is kind, helpful, determined, and hard-working. He has demonstrated tremendous growth while participating in services at Hillcroft and being involved in his community. A few of the things I especially enjoy about working with Brandon are his contagious laughter, sense of humor, and determination,” said Brandon’s behavior specialist Liz Mallard.

Brandon’s journey is just another wonderful example of how Hillcroft helps people with disabilities in our community with living, with jobs, and with independence.

LEADERSHIP

Debbie Bennett
President & CEO

Abby Halstead
Chief Financial Officer

Jessica Hammett
Chief Operations Officer

LeAnne Cole
Chief HCBS Officer

Gina Davenport
Chief ABA Officer

Michael Salmon
Vice President of Manufacturing

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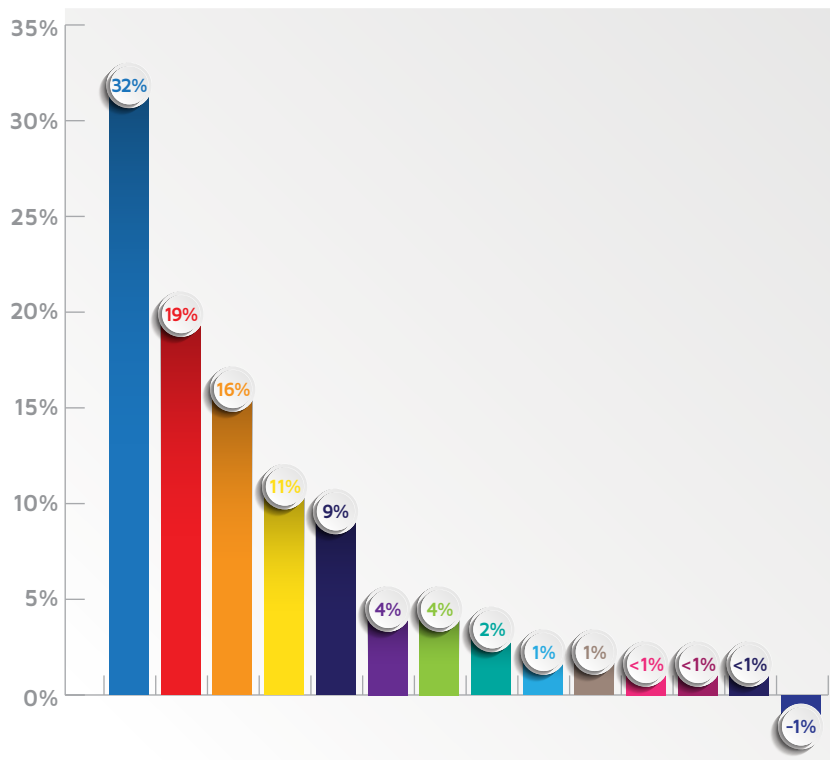
Malapit & Rochford

WHERE FUNDS COME FROM

REVENUE

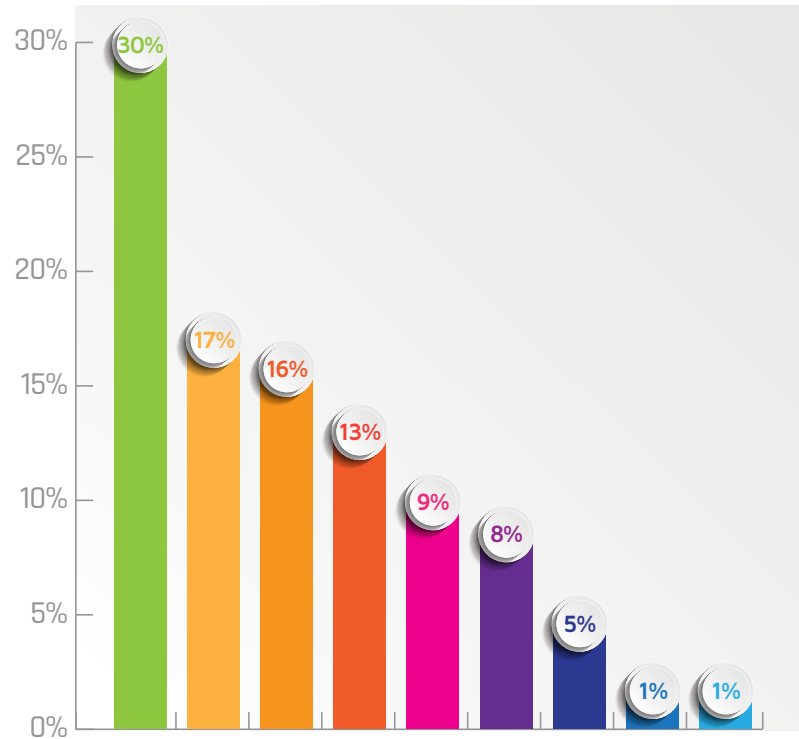
	Total	%
Residential Services	\$ 4,917,336	32%
ABA Clinic Services	\$ 2,925,396	19%
Creativity Unlimited Services	\$ 2,448,799	16%
Vocational Services	\$ 1,651,319	11%
Therapy Services	\$ 1,390,649	9%
COVID-19 Grant Funds	\$ 631,297	4%
Transportation Services	\$ 576,118	4%
Public Support	\$ 253,767	2%
Janitorial Services	\$ 226,513	1%
Unrealized Gains	\$ 225,002	1%
Gain on Sale of Assets	\$ 9,155	<1%
Other	\$ 8,568	<1%
Interest Income	\$ 1,597	<1%
Change in Value of Endowments Interest	\$ (68,650)	<1%

TOTAL REVENUE: \$15,196,866



HOW FUNDS ARE USED

EXPENSES	Total	%
Residential Services	\$ 4,517,356	30%
ABA Clinic Services	\$ 2,593,036	17%
Creativity Unlimited Services	\$ 2,382,085	16%
Administrative	\$ 1,978,027	13%
Therapy Services	\$ 1,321,813	9%
Vocational Services	\$ 1,225,560	8%
Transportation Services	\$ 791,095	5%
Janitorial Services	\$ 164,812	1%
Fundraising	\$ 116,696	1%
TOTAL EXPENSES:	\$15,090,480	





[Hillcroft.org](https://www.hillcroft.org)

501 West Air Park Drive
Muncie, IN 47303
(765) 284-4166

